Government of Madhya Pradesh

State Agency for Public Services
Public Service Management Department

Tender Document

For

Selection of Call Center Operator for Madhya Pradesh CM Helpline Outbound Process

Tender Reference No.-23/SAPS/2018

Executive Director
State Agency for Public Services
Public Service Management Department, Bhopal

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Selection of Call Center Operator for Madhya Pradesh CM Helpline Outbound Process

Invitation of sealed tenders for Operation and Maintenance of

Madhya Pradesh CM Helpline Outbound Call Center

State Agency for Public Services (SAPS) under 'Public Service Management Department' Madhya Pradesh invites tenders from eligible and reputed Agencies for Establishment and Operation of Madhya Pradesh CM Helpline Outbound Process.

The Tender Document can be downloaded from the website of www.mpeproc.gov.in

The Tender submitted should be accompanied by EMD of INR 10,00,000/- EMD in the given format (**Annexure E**)

The last date for submission of Tender is 03/03/2018 till 3:00 p.m. online through www.mpeproc.gov.in.

The Office Address for communication is -

State Agency for Public Service (SAPS)

4th Floor, Pushtak Bhavan,

Jail Road, Arera Hills,

Bhopal, Madhya Pradesh - 462011

Email – loksevamp@gmail.com

Important Dates:

Activity	Perticulars	Dates
Issue of Tender-Notice / Purchase of Tender Start Date	Online (www.mpeproc.gov.in)	02/02/2018
Last Date for submission of queries on Mail for Clarifications	loksevamp@gmail.com	16/02/2018 Time 5.00 p.m
Pre-Bid Conference		21/02/2018 Time 3.00 p.m
Last Date for Purchase of Tender Document	Online (www.mpeproc.gov.in)	08/03/2018 Time 2.30 p.m
Date of Issue of Clarifications		Will issue a Corrigendum/ Ammendment
Last Date for Submission of Tenders	Submission of Bid Online	08/03/2018 Time 3.00 p.m
Opening of Technical Proposasl (Envelope A)	Envelope –A (EMD)	08/03/2018 Time 4.00 pm
Opening of Technical Proposal (Envelope B)	Envelope – B (Techno-commercial bid)	08/03/2018 Time 4.00 pm
Opening of Financial Bid (Envelope-C)	Envelope – C (Financial Bid)	Would be communicated to the qualified bidders

Note: The tender can be purchased online through www.mpeproc.gov.in, the bidder should pay tender fee of Rs 10,000/- .

Note: -
(1)   The bidders are required to submit all the desired documents online.
(2)   The bidders have to upload following documents online as per key dates

   (I) IN ENVELOPE–A: -
   The Bidders are required to invariably pay EMD in given format and upload Receipt / document entitle for exemption from EMD. In absence of the same Part -B & C shall not be opened.

   Note – 1. Bidder has to submit EMD in given format (**Annexure E**)
   Bidder shall upload scanned copy of EMD or documentary evidence of online submission of EMD in Envelope-A on e-proc portal.
   2. Any bid proposal/offer not accompanied by the EMD shall be rejected.
   3. If on opening of bid any discrepancy in EMD/bid security is found (relating to amount, etc.), the bid shall be rejected.
   4. In case of unsuccessful bidders, the EMD or bid security shall be refunded. EMD or bid security of successful bidder shall be return on submission of security deposit/Contract performance guarantee(PBG) by the successful bidder. No interest whatsoever shall be payable on such deposits lying with the Purchaser.
   5. If the successful bidder fails to furnish the contract performance guarantee within thirty (30) days after the issue of Letter of Award (LoA), its EMD shall be forfeited, subject to condition that no further time extension has been granted by the competent authority of the Purchaser.
   6. In case the bidder is likely to be awarded the Contract or if its case has not been finalized, the EMD shall be retained for the period equal to the bid validity period. No interest shall be payable on such deposits lying with the Purchaser.
   7. The Purchaser reserves the right to forfeit EMD or part thereof in circumstances and initiate actions as deemed appropriate, which according to it indicates that the bidders are not earnest in accepting/executing orders placed under given specifications.
   8. The bank charges (if any) shall be attributable to the bidder.

   (II) **IN ENVELOPE– B: -**
   The bidders have to upload the scanned copy of following documents online in Envelope – B as per key dates: -
            Tender Form - upload duly sealed, signed & dated scan copy
            1.   All The Annexures in RFP (Upload complete filled duly sealed and Signed)
            2.   All Supporting Documents mentioned for Eligibility Criteria
            3.   Supporting Documents for Techno- commercial Criteria

   The scanned copy of the above schedules should be uploaded online and the supporting documents should also be attached online. Please note that in absence of the supporting documents the offer may not be evaluated & is liable for rejection.

(III) **IN ENVELOPE – C: -**
The bidder has to quote their rates online as per Annex-D to be submitted online as per key dates. Please note that, the Schedules of price bid, (Annex-D), i.e. Financial offer (Envelope-C) will not be accepted physically. In case Envelope-C is submitted physically the bid will be rejected. The entire price bid shall be opened online as per key dates.

(3) The date of opening of financial / price bid may vary depending upon time require in techno-commercial evaluation & related issues. The bidders may please keep themselves updated regarding price bid opening from the E-portal.

(4) In case of any of above dates is declared as holiday / local holiday then the date will be shifted to next working day.

Essential Tender Information

#	Particulars	Details
1.	Name of works/services to be procured	Inviting proposals for appointment CM Helpline Outbound Call Center Establishment and Operation .
2.	Purchaser	Madhya Pradesh State Agency for Public Service, Bhopal
3.	Tender/Bid Specification Number	**23/SAPS/2018**
4.	Bidding Type	E-procurement(online)
5.	Contract Period	5 Years
6.	Extension up to	3 Years
7.	Tender/Bid Currency Settings	Indian National Rupee (INR)
8.	Non-refundable Bid document fee/Tender fee (INR)	10000/-
9.	Bid Security/Earnest Money Deposit (INR)	1000000/-
10.	Pre-Bid Meeting/Conference if applicable (Date, Time and Venue)	15/02/2018 at 03:00 PM, at CM Helpline, Century 21Mall, Hoshangabad Road, Misroad, Bhopal, M.P.
11.	Availability of Bid/Tender documents starts on (Date, Time and Venue)	As per key dates indicated above
12.	Availability of Bid documents ends on (Date, Time and Venue)	
13.	Bid submission ends on (Last date, time and venue)	
14.	Bid opens on (Opening date, time and venue)	
15.	Bid validity period (in days)	Minimum 180 days from the due date of submission of proposal as mentioned in this TENDER or the subsequent corrigendum (if any)

GUIDELINES & INSTRUCTIONS TO BIDDER(ITB)

Sr. No.	Title	Description
1	Live Tenders	To Download / View the tender notifications and corrigendum free of cost from website, follow the steps given below: - 1. Click on "TENDER" after opening the e-Procurement website. 2. Provide all or any one of the options like "Tender Number", "Region/ Circle", "Estimated Cost", "Purchase of Tender Date (from and to)", "Bid Submission E n d date" or "any key words from Tender Description". 3. Click "Submit" to view the results. A list of tenders will appear on the screen. 4. Click to print the notification. 5. Click to view the cost free documents.
2	Registration & Digital Signatures	For all the users it is mandatory to procure the Digital Signatures. For Digital Signature contact e-Procurement Help Desk. Bidders / Suppliers are requested to follow the below steps for registration: - 1. Click "Register", fill the online registration form. 2. Pay the amount of INR1500/- through Internet Payment Gateway. Any of the Master / Visa card will be accepted. 3. Send the acknowledgment copy to **eproc_helpdesk@mpsdc.gov.in** for verification. 4. As soon as the verification is being done the e-Procurement user id will be enabled. 5. Before making the payment the Contractor / Vendor / Bidder will have to upload the following documents in scanned form in the website: - **Documents to upload: -** (a) Company Address Proof (b) PAN Card (c) Company Registration Certificate
3	Participation in the Tender	After viewing the Tender Notification, if bidder intends to participate in tender, he has to use his e-Procurement User Id and Password which has been received after registration and acquisition of DSCs.
4	Login	If any Contractors / Vendors / Bidders / Suppliers wants to participate in the tender he will have to follow the instructions given below: - 1. Insert the PKI (which consist of your Digital Signature Certificate) in your System. (Note: Make sure that necessary software of PKI be installed in your system). 2. Click / Double Click to open the Microsoft Internet Explorer (This icon will be located on the Desktop of the computer). **Or** 3. Go to Start > Programs > Internet Explorer. 4. Type www.mpeproc.gov.in in the address bar, to access the Login Screen. 5. Enter e-Procurement User Id and Password, click on "Go". 6. Click on "Click here to login" for selecting the Digital Signature Certificate. 7. Select the Certificate and enter DSC Password. 8. Re-enter the e-Procurement User Id Password.

Sr. No.	Title	Description
		9. Select the Departments from the drop box with which intends to participate in the tender.
5	Online Request for the Tender	To make a request for Tender Document Contractors / Vendors / Bidders / Suppliers will have to follow below mentioned steps: - 1. Click "Un Applied" to view / apply for new tenders. 2. Click on for online request. 3. Pay the Tender Fee / Processing Fee online. 4. Click "Select Department" to switch over from one department to another.
6	Download Documents	After making the request Contractors / Vendors / Bidders / Suppliers will receive the Tender Documents which can be checked and downloaded by following the below steps: - 1. Click to view the tender documents which are received by the user. 2. Tender document screen appears. 3. Click "Click here to download" to download the documents.
7	Upload files – Technical Sheet / Price Sheet / mandatory documents	To upload the supporting documents Contractors / Vendors / Bidders / Suppliers will have to follow the below mentioned steps: - 1. Click "Click here to Attach the General Documents" to upload all the documents which are already saved in the vendor profile. This is the important and first step to be performed to avoid disqualification. 2. Click "Click here to enter EMD Details" to feed the EMD details and upload the scanned EMD. 3. You can opt for OTC or NEFT to pay EMD / form fee online. 4. When the user finishes with the payment of EMD, the "Red colour" will automatically turn to "Black colour" which reflects that the user is two steps ahead for the submission. 5. Click "Click here to Download Empty Document" to download the Technical / Price Sheet and fill the same without changing the "File Name" and save on to the computer. 6. Click "Click here to Upload the Filled File", select the filled file which was already filled and saved in the same name. Click "OK" to upload the filled Technical / Price Sheet to the tender. 7. Note that when the user uploads the filled Technical / Price Sheet, the "Red colour" will automatically turn to "Black colour" which reflects that user is ready for the final submission. 8. Provide the entire mandatory documents (if any) requested by the official.
8	To Upload / attach the additional documents	Once the supporting documents are uploaded, these are to be attached with tender by following steps: - 1. To attach the additional documents to any tender click "Document Library" and upload the same. 2. Attach the required documents to the concerned tenders from general document section to the tender document screen.
9	To Submit the Tender	ter completing all the formalities CCO will have to submit the tender and they must take care of following instructions: - 1. Prior to submission, verify whether all the required documents have been attached and uploaded to the particular tender or not because once submitted bids cannot be revised. 2. Note down / take a print of bid control number once it displayed on the screen
10	To participate	1. Tender opening event can be viewed online.

Sr. No.	Title	Description
	for the opening	2. Competitors bid sheets are available in the website for all.
11	e-Procurement Help Desk	Help Desk Contact Details: - Toll free no's: **18002748484 / 18002745454** E-mail: eproc_helpdesk@mpsdc.gov.in

Part A (Section I)

INTRODUCTORY NOTE FOR THE REQUEST FOR PROPOSALS (RFP) FOR APPOINTMENT OF OUTBUND CALL CENTER OPERATOR

Government of Madhya Pradesh (GoMP) is operating an official Citizen Facilitation telephone service for its citizen from Jul, 2014. This is a **"Single Contact Number 181"** called "**CM Helpline"** for identified public services rendered by the State Government and its entities to improve citizen services. Call Centre is a vital IT tool, which helps the Govt. of Madhya Pradesh to improve Citizen Services. The Call Center handles incoming and/or outgoing telephone calls; from /to the citizens and concerned officials responsible to deliver services for identified services, identified by the Government of Madhya Pradesh.

CM Helpline Call Center receiving the large volume of calls from citizens of Madhya Pradesh pertaining to Grievance/ information / Demand and Suggestions.

CM Helpline Grievance Management System having outbound process in which the calls shall be made to complainant for feedback against the complaint "Partially Closed". If the complainant is satisfied by the action taken then complaint shall be "Satisfactorily Closed" or can be moving to the next level in case of dissatisfaction.

The scope of work of the Solution Provider is indicated in Part B of this document. The instructions to the Bidder along with eligibility criteria are indicated in Part C of this document. The relevant Terms and Conditions are in Part D of this document.

The Offer/Proposal should be valid up to 180 days from the last date for submission of Tenders.

Section B: Terms and Definitions

	Acronyms	Definition
1.	ACD	Automatic call distributor
2.	ACR	Abandoned Call rate
3.	AHT	Average Handle Time
4.	App	Mobile Application for CM Helpline for citizens
5.	ASA	Average Speed of Answer
6.	BI & DA	Business Intelligence & Data Analytics
7.	BoM	Bill of Material
8.	BPR	Business Process Reengineering
9.	CCA	Call Center Agency
10.	CMHS	CM Helpline System
11.	CPC	Cost Per Call
12.	CSC	Common Service Centre
13.	FCR	First Call Resolution
14.	FRS	Functional Requirement Specification
15.	GoMP	Government of Madhya Pradesh
16.	Helpline	Madhya Pradesh Chief Minister Helpline
17.	IGRS	Integrated Grievance Redressal System
18.	L1	Technically qualified bidder with lowest commercial bid
19.	MIS	Management Information System
20.	MP	Madhya Pradesh
21.	OTP	One-Time Password
22.	PBG	Performance Bank Guarantee
23.	PBH	Prime Business Hours
24.	PRI	Primary Rate Interface
25.	PSMD	Public Service Management Department
26.	RFP	Request for Proposal / Tender document
27.	SAPS	State Agency for Public Service

28.	SDD	System Design Document
29.	SDT	Service Down Time
30.	SLA	Service Level Agreement
31.	SMS	Short Message Service
32.	SOP	Standard Operating Procedure
33.	SRS	System Requirement and Specification
34.	TAT	Turn Around Time
35.	TC	Tender Committee
36.	UAT	User Acceptance Testing

Part A (Section II)

Eligibility and Techno Evaluation Criteria

1. **Eligibility Criteria**

   1.1 The RFP intends to consider only those organizations that have the requisite capability and competency, in terms of technical strengths, expertise in service sector, experience of carrying out similar project and financial stability to address the requirements of this project -and to provide the proposed services.

   1.2 Keeping this requirement in mind, eligibility criteria have been formulated to select the service organizations/companies who have the requisite experience, competence and financial strength.

   1.3 Eligibility Criteria will be used for assessing the capability and competence of the bidders.

   1.4 The bids of only those bidders who meet the eligibility criteria will be evaluated further.

   1.5 The technical and commercial bids will not be considered for evaluation for those bidders who fail to meet eligibility criteria.

   1.6 The following criteria are prescribed as eligibility criteria for bidders interested in undertaking the proposed project. Over and above the eligibility conditions, the bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by the SAPS for the entire period of the contract.

   1.7 The invitation to bid is open to all bidders who qualify the eligibility criteria given below :

S.No.	Criteria	Supporting Document
1	The Bidder should have a minimum average turnover of 10 Crores in the last three financial years (FY 14-15, FY 15-16 and FY 16-17)	a) Audited Profit and Loss Statement and Balance sheets. b) Statutory Auditor Certificate or Certificate from the Company Secretary/Chartered Accountant of the Bidder clearly specifying the Annual Turnover for the specified years.
2	The Bidder should have positive Net Worth in last three financial years (FY 14-15, FY 15-16 and FY 16-17)	a) Audited Financial Statement b) Statutory Auditor Certificate or Certificate from the Company Secretary/Chartered Accountant of the Bidder clearly specifying Net Worth for the specified years.

S.No.	Criteria	Supporting Document
3	The Bidder should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments/PSU.	Affidavit on appropriate value of Stamp(Rs. 100/-)
4	The Authorized Signatory signing the Bid on behalf of Bidder should be duly authorized by Competent Authority to sign the Bid and the Contract/Agreement on their behalf	Power of Attorney
5	The Bidder should be registered with EPF Organization and ESI Corporation	Copy of EPF and ESI registration certification
6	The Sole Bidder should have valid GSTIN	Copy of GSTIN
7	The bidder must have at least 500 Call Centre Agents supporting Call Center operations in India	Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement
8	The Bidder must have at least 200 Seater Call Center operations experience for Private / Central Govt./ State Government in India	Work Order/ Letter of Intent/ Client Certificate/ Contract/ Agreement

Any Bid failing to meet any of the above stated qualification criteria shall be summarily rejected and will not be considered for Techno-commercial and Financial Evaluation.

2. Techno-commercial Evaluation

The process intends to select Business Processes Outsourcing [BPO] companies who have domestic call center experience, so that this prestigious work goes to the best companies offering competitive rates. The process of selection will be in two stages; the first stage will be Prequalification. The second stage will be the price bid in which the offer of the prequalified bidders will be opened.

There would be no post RFP negotiations. However, negotiations may held with L1 bidder under exceptional circumstances. SAPS may also have the rights to reject the offers at any stage even after opening of Technical or financial bid.

Marks for prequalification will be allotted on the following basis:

Technical Commercial Evaluation Criteria			
(i)	**Organizational Strength**	**40 Marks**	**Supporting document Required**

a.	Average Annual Turnover (AAT) of Bidder for last three financial years (FY 14-15, FY 15-16 and FY 16-17) INR > 20 Crore AAT : 20 Marks INR >15 Crore to INR 20 Crore: 15 Marks INR 10 Crore to INR 15 Crore: 10 Marks	20	Certificate from the Statutory Auditor, Company Secretary/Chartered Accountant of the Bidder clearly specifying the Annual Turnover
b.	Number of Call Center Agents deployed by the Bidder for delivering inbound/outbound Call center services in last 5 years No. of CCEs > 1,000 : 20 Marks 751 to 1,000 CCE: 10 Marks 500 to 750 CCE : 5 Marks	20	Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement (The no. of seats/agents shall be clearly mentioned in supporting documents)
(ii)	**Past Experience**	**60 Marks**	**Supporting document Required**
c.	The Bidder must have a single call center running with minimum 200 seats (seats=no. of seating capacity in shift) with private/ government clients in India) 3 >= No. of project : 30 Marks No. of projects =2: 20 Marks No. of project = 1: 10 Marks	30	Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement. (The no. of seats/agents shall be clearly mentioned in supporting documents).
d.	The Bidder shall have past/ running experience to working with private / Government clients in India with sitting capacity of at least 50 seats (seats=no. of seating capacity in shift) each. 5 >= No. of Clients : 30 Marks 3 to 4 Clients : 20 Marks No. of Clients = 2: 10 Marks	30	Work Order/ Letter of Intent/ Client Certification/ Contract/ Agreement. (The no. of seats/agents shall be clearly mentioned in supporting documents)

2.1. Bidders should submit related information with support details, as per the evaluation criteria specified above. The qualifying criteria may be modified by the Bid evaluation committee, in the interest of the project. The Technical scores (Ts) of individual bidders based on technical proposals will be computed as follows:

Ts= 100 x T /Tm

Where, T = Total Marks obtained by individual bidder in the Technical Evaluation. Ts =

Technical score of individual bidder, Tm = Maximum marks obtained by any Bidder in Technical Evaluation.

3. Financial Evaluation

3.1 The bidders who are declared techno-commercially qualified shall stand eligible for price bid opening.

3.2 The bidder shall be deemed to have satisfied himself before bidding as to the correctness and sufficiency of his bid for the work and the rates and prices stated in the schedule. The rates and prices quoted shall cover all obligation of the bidder under the Contract and all items necessary for the proper completion and maintenance of the works/services. The Purchaser will examine the Price Bids to determine whether they are complete, whether any computational errors have been made and whether the bids are generally in order. The Price Bids containing any deviations and omissions from the contractual and commercial conditions and the Technical Specifications which have not been identified in the Bid Envelope are liable to be rejected.

3.3 After evaluation of all accepted proposals by the evaluation committee, Contract shall be awarded to the Bidder with highest score based on QCBS criteria.

3.4. The rates shall be quoted online in Proforma for Price Schedule both in figures and words clearly and digitally signed by the bidder or its authorized signatory.

3.5. Rate reasonability for bidders/agencies shall be exercised as per the discretion of the Purchaser.

3.6. The UNIT of measurement for quoting rate of the tasks specified in the Price Bid should be noted carefully before quoting rate(s). The unit shall remain un-changed & applicable as per the price schedule and quoted rate shall be considered only as per the specified unit(s) for purpose of comparison as well as placement of order. The bidder shall be bound to accept the same; else EMD shall be forfeited.

3.7. The Purchaser will open on-line Price Bid at the specified time and date.

3.8. In respect of taxes, duties and other levies indicated by the Bidder in the Bid, which are reimbursable in line with the provisions of the Bid document, the applicable rate and amount thereof shall be ascertained by the Purchaser based on which, if required, necessary rectification and arithmetical correction shall be carried out by the Purchaser. The rate and amount so ascertained by the Purchaser shall prevail.

If the Bidder does not accept the correction of errors as per this clause, its bid will be rejected and the amount of EMD shall be forfeited.

3.9. The financial scores (Fs) of individual bidders based on financial proposals will be computed as follows:

Fs = 100 x Fl /F Where, F = Amount quoted by individual bidder in the financial proposal. Fs = Financial score of individual bidder, Fl = Lowest amount quoted by bidder.

4. Evaluation of Final score and Tie breaking

4.1 The QCBS (Quality and Cost Based Selection) procedure shall be adopted for selection of bidder. The weightage for technical and financial proposal shall be as follows: -

Technical weightage (Wt) = 60%

Financial weightage (Wf) = 40%

4.2 Proposals shall finally be ranked according to Total Score (ST) which will be combined technical (St) and financial (Sf) scores using the weightage indicated in the Data sheet.

ST = Wt x Ts + Wf x Fs.

Where, ST = Total score Wt = Technical weightage Wf = financial weightage Fs = financial score Ts = Technical score. The bidder scoring maximum total score based on above formulae shall be declared as most responsive bidder and will be selected for award of contract.

4.3 In case of a tie i.e. more than one bidder being adjudged as same final score, the bidder with highest technical score figure shall be awarded the Contract.

PART-B

SCOPE OF WORK

The Call Center Operator (the Tendereror whose tender is accepted and who signs the agreement) shall be responsible for establishment and operation & maintenance of new outbound call center and customization, integration and testing with existing call center (Madhya Pradesh Chief Minister Helpline).The Call Center Operator will also integrate the call center components like Call Server, application software and Database with Madhya Pradesh CM Helpline existing Process.

The Call Center Operator will be responsible for creation of well-furnished space, cooling, (equivalent or better than the Existing CM Helpline Call Center) providing hardware, software, manpower, maintenance, management, development of web based packages and web enabling databases. The period of contract will be five years from the date of taking over which can be extended annually to maximum three more years based on performance and mutual agreement. The agent's desk shall be noise reduction and the Call Center Infrastructure shall maintain hygiene in the CM helpline premise.

The call center will be 60 physical seats equivalents to 120 man shifts in two shifts initially. The first Shift will be from 07 AM to 03 PM and second shift will be 03 PM to 11 PM. In the first shift preference will be given to girls/ women executives for the purpose of women empowerment in the state.

1. The call centre will operate in number of shifts of 8 hours as desired by the client daily and will remain open on all days during the period of contract. Each shift will have number of call agents as desired by the client and agreed by the Call Center Operator. The client may require the call centre to operate round the clock, in which case, the Call Center Operator shall make required arrangements. The additional payment for this will be made for additional man shifts at the agreed rates of accepted Financial Bid. The distribution of man shifts or shift timings may vary as per requirement of the client and in all such situations the basis of payment shall be the agreed rates for man shifts.

2. The Call Center Operator will be responsible for integration with existing and working CM Helpline Call Center hardware, software, Database.

3. Best specifications shall be adopted by the Call Center Operator for commissioning, operating and maintaining the call centre, though the minimum specifications in this regard are attached as **Annexure-H**.

4. The Call Center Operator shall.

4.1   Provide physical infrastructure, hardware, software and manpower as specified in the tender document. He shall also provide business flow adherence & monitoring including implementation of changes in the business flow, as & when communicated by SAPS.

4.2   Provide preventive supports such as :

4.2.1   Schedule preventive maintenance of equipment

4.2.2   Virus scans and Anti-virus updates (virus prevention, anti-virus updating and distribution).

4.2.3   Regular Backups (Onsite and Offsite backup planning)

4.2.4   Security policy creation & monitoring (Local Network Security, Application Level Security, OS Level Security, Physical Security)

4.3   Upgrade the software to the latest version whenever the changes in the IT systems require the up-gradation of the software of the call centre systems at no additional cost to the client.

4.4   Do augmentations if required, based on traffic & resource utilization.

4.5   Install safety mechanisms to prevent unauthorized access and manipulation of the technical systems and data. He shall also take technical and organizational measures to ensure that these fulfill the currently valid standards for the size of the call centre.

4.6   Change the hardware if the same are declared end of life during the duration of the agreement.

5.   Intelligent answering:

5.1   The Call Centre shall have the capability of requesting the **C**alling **L**ine **I**dentification (CLI) or the **A**utomatic **N**umber **I**dentification (ANI) from the telephone system.

5.2   For every call landing / made from CM Helpline Call center, CLI shall be extracted to an agent as per request of customer. It shall be possible to intelligently route the calls to specific service groups, based on CLI, Auto Attendant Options or any other policy.

5.3   When the agent answers / make the call, the subscriber's relevant information shall be presented on the agent's computer screen, eliminating the need for the agent to repeat the questions.

6. **Call center Operations**: Call centre related database should be created & maintained by the Call Center Operator including all dockets & all interactions with the caller.

7. **T**he Customer Relationship Management (CRM) shall make / integrate with existing databases of Madhya Pradesh CM Helpline Call Centre. Keep it secret and will not allow to anyone else to use it and/or for any other purpose.

8. **Voice Logging:** Every call shall be logged to monitor the quality of customer interaction and identify training needs. The selection of recording shall be either automatic, triggered by certain events such as repeat calls from a number or short duration disconnection etc. or activated by the supervisor, administrator or agent by clicking of an icon on the screen but SAPS may dispense with call logging, if circumstances so warrant.

9. **Reporting & MIS**: The system should have flexible & comprehensive reporting mechanism.

    9.1   Searching & extraction of information based on any criteria can be located and extracted using pre-defined or fresh queries.

    9.2   Customizable reporting. Exporting of reports in various standard formats such as Excel, Text should be possible.

    9.3   **Daily and Monthly Trending Reports**

    The following daily and monthly trending reports must be provided by the Call Center Operator:

      a. Service Level Percentage
      b. Calls Handled
      c. Average Talk Time
      d. Average Hold Time
      e. Average Handle Time
      f. Outbound Call Volume
      g. Outbound Call Duration
      h. After Call Work (Wrap Up)
      i. Contractibility Percentage
      j. Call Reports with connection status

    9.4   **Presentation and Additional Reports**

    The below mentioned additional reports must be provided by the Call Center Operator

a. Agent Hours Report

b. Staffing Distribution Report

C. Presentations in PPT format as and when required

d. Any other report as requested by SAPS.

The Call Center Operator and SAPS will mutually agree on the format of the reports to be submitted by the Call Center Operator to SAPS. If SAPS desires the Call Center Operator to provide customized reports, the Call Center Operator will provide customized reports at no extra cost to SAPS.

10. **Reports & Management Information System:** Summary Reports from the Call Centre on the customer calls and related status should be available. Standard reports like analysis report, summary, pending and overdue grievances shall be available. The reports shall be customized/created as per requirements of SAPS. These reports shall be besides the reports of Call Centre functioning, which will include operator's performance, server uptime, etc.

11. **Security through passwords**

11.1   **T**he system should be able to provide a critical security against unauthorized access. All functions and data files should be protected. The administrator should be able to control access by assigning security privileges to agents/users. The security codes should grant or deny access according to assigned security levels.

11.2   Before entering into system, each user/agent should enter a valid user ID, biometric / proximity card and password. Once validated, the user/agent should be granted access to only those functions permitted within the prescribed security level.

11.3   The systems shall provide for foolproof password management system clearly defining the users/agents and their functions & access rights such as super user, supervisor, operator, technical staff etc.

11.4   The system should support the setting of an automatic threshold (number of attempts within a specific time period) for access to system management ports. If this threshold is exceeded the system must automatically disable the login.

11.5   The system should keep all the Audit log of user/agent actions and should present reports of the changes made by individual users.

11.6 Login schemes of agent and users (type of user and privileges) will be finalized with the approval of SAPS. All logins & logouts should be monitored & reported. Agents should be able to log on from any desk within the call center.

12. Change Management

I. Following changes shall come under the ambit of change management process:

i.   Change pertaining to call center capacity

ii. Change in pertaining to the Scope of Call Center Operator

iii. Change pertaining to SLA parameters

iv. Change in Dashboard and various reports

v.   IVRS and content changes

vi. Change in any other project related aspect as decided by the Committee formed by SAPS.

vii. Change in shift time/Working hours.

Such changes during the term of this agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum and subsequently, the Contract. While implementation of the addendum, no additional cost shall be borne by SAPS except change in number of AGENTs (upsizing & downsizing of manpower)

If there is any confusion or conflict between this document and the Contract, the Tender and its addenda, the Contract will supersede.

A joint committee headed by a senior official of comprising of representatives of CCO, SAPS along with other stakeholder or representatives of other department, in case required, shall be formed to take decisions on requests for any changes from both the parties.

II. Procedure for requesting change

CCO or SAPS can request change in accordance with terms of this contract.

The change request procedure will be as follows:

* Identification and documentation of the need for the change.

* Analysis and evaluation of the Change Request by the committee

* Committee level discussion regarding impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analysed and documented.

* The committee shall approve or disapprove the change requested

A. Change in CM Helpline sitting capacity

SAPS may ask CCO to increase/decrease number of the CM Helpline seats as per requirement based on call volume and past trend analysis with notice of 1 months. The number of seats shall not be reduced to below the agreed manpower at the time of contract and may be raised up the limit decided by Committee or downsized accordingly. The decision of the Joint committee in this regard shall be final & binding to the CCO. The payment to the CCO shall be done in accordance to the number of seats.

B. Changes to the SLA parameters

The changes in SLA parameters as mentioned in the RFP can be modified based on past data, Trend and project requirement during the course of the contract.

C. Changes to MIS, Dashboard and various reports

MIS, dashboard and various reports for various project stakeholders may be changed as per project requirement. Inputs from department shall also be taken as CM HELPLINE SYSTEM database shall be used for these report, dashboards etc. No extra charges will be paid for reports / dashboard changes.

- Make necessary changes in the layout, color schema, MIS reports format, input forms layout as requested by SAPS.
- Separate dashboards other than CM HELPLINE SYSTEM shall be prepared by the CCO as per the requirement. The design of reports and dashboard, if required, may be revised from time to time.

D. IVRS and change in Content

- CCO must have the ability to change the IVR Tree by the system user, as and when required by SAPS. It must have the ability to add multiple messages on the IVR system.
- Any update intimated by the SAPS must be incorporated within 24 hrs. or earlier depending upon the content and urgency.
- No extra charges will be paid for IVRS changes.

13. Service Level Agreement (SLA)

13.1 Scope

This document describes the minimum acceptable level of service to be provided by the Call Center Operator. The Service Level Agreements (SLAs) enlisted here are indicative and an exhaustive list will be prepared by SAPS on award of the contract.

13.2 Performance criteria

13.2.1 Periodic Reviews

Periodically, but no less than quarterly, the Call Center Operator and SAPS shall review and evaluate the Call Center Operator's performance against the performance standards set forth in this document. The Call Center Operator shall take all steps reasonably

necessary to rectify any identified deficiencies related to its performance.

13.2.2 SLA performance matrix

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
1	Average Handle Time (AHT) Outbound/ Call back	Average call handling time (outgoing calls): Average amount of time where Call Center Executives are on call (Talk time + Hold Time + wrap up Time) with consumers for follow-up and feedback.	Monthly	Not more than 120 seconds	The proposed rate of penalty would be 0.25% of the value of total CCE cost payable per month for non-compliance to the service levels for every percentage below the expected levels of services.	Let us assume, AHT Achieved - 130 Sec. Target = Less than 100 Sec. SLA Breach - 30 % (20/100) Penalty percentage = (30*0.25)= 7.5 % of total CCEs cost Payable per month
2	Call quality Score	Call Quality audit Score is a method of scoring agents calls against predefined parameters to ensure that the agents are adhering to the quality standards as defined. The parameters & mechanism for calculating quality score will be mutually agreed between SAPS and Call Center Operator. These could include greeting the customer, adherence, to establish SOPs, customer	Monthly	>90% score for all calls audited	The proposed rate of penalty would be 0.25% of the value of total CCE cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Targeted Percentage - 90% SLA Achieved - 95% No Penalty

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
		handling, issue closure etc. A quality team may be deployed by CCO for the same.				
3	Adherence	Adherence is a measurement of agent's actual time of work against the asked agents scheduled time. Adherence is measured in percentage as under:- A (Adherence) = t/T x 100 Where - t = time spent on handling the calls + time the CCE is available for calls T= shift time (Shift Time = No. of Agents agreed * 8 hrs.)	Monthly	Not less than 90%	The proposed rate of penalty would be 0.5% of the value of total CCE cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Targeted Adherence - 90% CCEs Asked - 1000 Schedule/ Shift Time(T) - 8000.Hrs (1000*8) Total Available time (t) - 7000 Hrs. SLA Achieved - 88% (8000-7000) Penalty percentage = (2*0.5)= 1% of total CCEs cost Payable per month
4	IVRS Updation time / Preparation of Scripts for out bound Dialling	IVRS menu/ tree should be updated modified within defined time frame as per the requirements from SAPS/ Call Center Operator	Monthly	Within 24 Hrs.	The IVRS tree shall be updated within 24 hrs. INR 10,000 for every additional 24 hour slot beyond the target, to be deducted from Monthly Payment.	Let us assume – IVRS change request is given on 20th by 12 PM of Months and IVRS modification is not done before by 12 PM of next day 10,000 penalty will be levied.
5	software Updation time / Preparation	software should be updated modified within defined time	Monthly	Within agreed timelines	The software shall be updated within agreed	-

S.N.	Performance Criteria	Definitions	Penalty Computation	Target	Penalty	Illustration
	of Scripts for out bound Dialling	frame as per the requirements from SAPS/ Call Center Operator			timelines INR 5,000 for every week slot beyond the timeline, to be deducted from Monthly Payment.	
6	Abandon Calls at Call Server	Number of calls initiated by Server and failed to deliver on Telecom Service Provider server. The Response will be captured in the system received from Telecom Service Provider Server.	Monthly	Less than 10 %	The proposed rate of penalty would be 0.25% of the value of total CCE cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Targeted Percentage – More than 90% SLA Achieved - 89% Penalty percentage = .25 % of total agents cost Payable per month.
6	System Availability	The Call center system availability must be over 99%. This will be calculated on monthly basis.	Monthly	> 99% monthly	The proposed rate of penalty would be 1% of value of total CCE cost payable per month for non-compliance to, the service levels for every percentage below the expected levels of services.	Let us assume, Targeted Percentage - 99% SLA Achieved - 98% Penalty percentage = 1 % of total agents cost Payable per month

Note – Call Center operator will be providing and making the arrangement to provide all the reports in consultation and approval of department/ Project Management Unit / Third Party Auditors for performance review and SLAs measurement.

14. Penalty

The yearly Max cap for penalties will be 20% of the Call Center Agents billing of 1 year. Thereafter, the contract may be cancelled and amount paid if any will be recovered with 1.00% interest per month.

15. Channel Supported by CM Helpline

S.No.	Campaign	Channels
1.	Outbound	• Voice (Capturing of feedback through voice calls shall be implemented by the Bidder)
2.	Call back	• Voice
3.	OBD (Outbound Dialing)	• Voice Messages
4.	SMS	• SMS • Capturing of feedback through SMS shall be implemented by the Bidder.

Note – The hardware and software's required for the above mentioned services will be providing by Service provider except PRI, SMS and OBD Services.

16. Minimum Manpower

S.No.	Profile	Minimum Qualification	No.
1.	Operation Manager	(MBA/ PGDBA with 8 Years Call Center Experience)	1
2.	Call Center Manager	(MBA/ PGDBA with 6 Years Call Center Experience)	1
3.	Internal Call Quality auditor	Graduate with 3 years' experience in quality Audit	2
4.	Trainer	Graduate with 3 years' experience as trainer	2
5.	Team Lead (Minimum)	Graduate with 4 year experience in Call Center	6
6.	IT Team	Graduate with 2 Years' Experience in IT	2
7.	Software Developer	BE/ MCA with 3 years' Experience in Software development	1
8.	MIS expert cum DBA	Graduate with 2 Years' Experience of Database and MIS	2

S.No.	Profile	Minimum Qualification	No.
9.	CM Helpline Call center executives	Good in Hindi Typing (Google Input) and Speaking	120
10.	Security Guard		2
11.	House Keeping		4
12.	Peon		2

Note – 20 Call Center Executives shall be trained and working as subject matter experts and can be used as and when required for the below mentioned activities but not limited to –

- Presentations for department review

- Online complaints Registration

- Handling the Open Complaints

- Root Cause Analysis of Key Issues assigned by the department

- Manual reports preparation in Excel

Minimum qualification for Subject matter Experts shall be post graduate.

Above is the indicative manpower requirement. However, the Bidder shall have to add more resources in order to comply with SLA requirements and adhere to the quality standards at no additional cost to SAPS.

Any additional work given be the SAPS / CM Helpline official / Project Management Consultants shall also be driven by the Call Center Operator in given timeline

17. Indicative Infrastructure requirement

Indicative hardware Requirement		
S.No	Particulars	Quantity
1	Router	1
2	Firewall	1
3	Switches	As per the Requirement
4	Call Server (Active + Failover)(1+1)	2
6	CRM Server (Active + Failover)(1+1) (If Required)	2
8	Network Monitoring System [To monitor the alarms, usage and utilization of Hardware and Software]	1
9	Database Server (Active + Failover) [To periodically synchronize with CM Helpline Database]	2
10	Workstations with soft phones	70
11	Internet Service	Min 30 Mbps and as per the actual requirement
12	LAN connectivity throughout the premises	As per Requirement

S.No	Particulars	Quantity
	Indicative hardware Requirement	
13	PBX system for Office Intercom	1
14	Landline connections	1
15	UPS (5 hours backup for entire IT infrastructure)	As per Requirement
16	Biometric entrance system	As per number of doors/gates
17	CCTV Surveillance (with 30 days recording)	As per Requirement

	Key Facilities	
1	Conference/Meeting room with projector [with seating capacity of 10 to 15]	2
2	Training room [with seating capacity of 100]	1
3	Cafeteria	1
4	Cabins	3
5	Other Staff Sitting Space	12
6	Wash rooms	2
7	Reception and Waiting space	1

The above is the indicative requirement. Bidder shall deploy additional infrastructure as per the requirement.

***All the software, licenses etc. shall be in the name of client**

(Min. Specification of Key IT hardware parts is mentioned in the RFP Annexure H.)

18.   Project Timelines

The project Timelines would start from the date of signing of contract (T). The tentative timelines is as follows:

S.N.	Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
1	Infrastructure Development	▓	▓	▓	▓	▓	▓
2	System Integration	▓	▓	▓	▓		
3	Hardware Installation		▓	▓	▓		
4	Software/ CRM Development	▓	▓	▓	▓		
5	Application Testing					▓	▓
6	Manpower recruitment		▓	▓	▓		
7	Content and SOP preparation			▓	▓	▓	
8	Training					▓	▓

9	Commissioning						

*If there is delay beyond 6 weeks the client may levy a penalty of 1% of the monthly payment for every week of delay. It may be noted that there is no maximum cap on penalty for any delays in achieving go live date
*The payment will start from go live date of call center operation/Project or as approved/Final Acceptance testing by the client.

19. Confidentiality

a. The Call Centre Agency shall not misuse any Information including the name or the logo of Government of Madhya Pradesh

b. The Call Centre Agency may only disclose Information in the following circumstances:
  i. With the prior written consent of SAPS.
  ii. To a member of the Call Centre Agency's Team ("Authorized Person") if:
  - The Authorized Person needs the Information for the performance of obligations under this Agreement;
  - The Authorized Person is aware it and is obliged to use it only for the performance of obligations under this Agreement.

c. The Call Centre Agency shall do everything reasonably possible to preserve the confidentiality of the Information including execution of a confidentiality Agreement with the members of the sub-Call Center Agency and other Call Center Agency's team members to the satisfaction of SAPS.

d. The Call Centre Agency shall notify SAPS promptly if it is aware of any disclosure of the Information otherwise than as permitted by this Agreement or with the authority of SAPS and has to sign a Non-Disclosure Agreement with SAPS.

e. The Call Centre Agency shall be liable to fully recompense SAPS for any loss arising from breach of confidentiality. SAPS reserves the right to adopt legal proceedings, civil or criminal, against the Call Center Agency in relation to a dispute arising out of breach of obligation by the Call Center Agency under this clause.

The Call Centre Agency shall not use any information which might have come to its knowledge in whatever manner during the discharge of its obligation under the Agreement for any purpose except strictly for discharging his obligation under the Agreement and no more.

20. Exit management

a. The exit management period starts, in case of expiry of Agreement, on the date when the Agreement comes to an end or in case of termination of Agreement, on the date when notice of termination is sent to the Call Centre Agency. The exit management period ends on the date agreed upon by the parties (SAPS / GoMP&

Call Centre Agency) or 2 months after the beginning of the exit management period, whichever is earlier.

b. Exit Management Plan: The Call Centre Agency shall provide the SAPS /GoMP with a recommended exit management plan ("Exit Management Plan") as a deliverable of Phase-I which shall deal with at least the following aspects of exit management. The Plan shall be required to be approved by SAPS /GoMP. In relation to the Contract as a whole and in relation to Project Implementation, and the Operation and Management SLA:

    (i) A detailed program of the transfer process that could be used in conjunction with a Replacement Call Centre Agency including details of the means to be used to ensure continuing provision of the maintenance services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

    (ii) plans for the communication with such of the Call Centre Agency sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the CM helpline operations as a result of undertaking the transfer;

    (iii) Plans for provision of contingent support to SAPS, and Replacement Call Centre Agency for a reasonable period after transfer.

c. SAPS /GoMP shall be entitled to serve notice in writing on the Call Centre Agency at any time during the exit management period as detailed hereinabove requiring the Call Centre Agency to provide SAPS /GoMP with a complete and up to date list of the Assets.

d. Before the expiry of the exit management period, the Call Center Agency shall handover all the Infrastructure, IT hardware, software, license to the SAPS and deliver entire database, logs, process documents, policies, relevant records, manuals, source code, reports and other documents pertaining to the Project and/or all operation and maintenance records and manuals pertaining thereto and complete as on the Divestment Date; It is the responsibility of the CCO to hand over the entire system of MP CM Helpline in working/operational condition.

e. Before the expiry of the exit management period, the Call Center Agency shall return all the records stored to SAPS /GoMP or its nominee;

f. The Call Center Agency shall comply with all other requirements as may be prescribed under Applicable Laws to complete the assignment of all the rights, title and interest of the Call Centre Agency free from all Encumbrances absolutely and free of any charge or tax to SAPS /GoMP or its nominee.

g. On request by SAPS /GoMP, the Call Centre Agency shall effect such assignments SAPS /GoMP may require in favor of SAPS /GoMP, in relation to any equipment, maintenance or warranty service provision contract between Call Centre Agency and third party lessors, Agencies, and which are related to the services and reasonably necessary for the carrying out of replacement of services by SAPS /GoMP.

h. In case of operational and maintenance of CM helpline work contract is not awarded to the existing Call Centre Agency, the responsibility shall lies with the Call Centre Agency for the smooth transition of services during the exit management period. The responsibility of the existing Call Centre Agency shall only cease upon the satisfaction of the SAPS /GoMP.

i. SAPS /GoMP during the operation and management phase shall be entitled to serve notice in writing to the bidder to provide SAPS /GoMP or its nominated agencies

with a complete and up-to-date list of the assets within 30 days of such notice

j. In the event, if the assets to be transferred to SAPS /GoMP mortgaged to any financial institutions by the bidder, the CCO shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to SAPS /GoMP or its nominated agencies.

k. All expenses occurred during transfer of assets shall be borne by the bidder.

l. That on the expiry of this clause, the bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure to SAPS /GoMP

m. During the exit management period the CCO will allow SAPS or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable SAPS /GoMP or its nominated agencies to assess the existing services being delivered.

n. Any applicable source code, APIs, Software, licenses etc. shall be handed over to the client upon expiry or termination of the contract.

In case of operational and maintenance of CM helpline work contract has been awarded to different Call Centre Agency, all the working equipment's and movable infrastructure will be transferred in the name of SAPS /GoMP as highlighted above and the new CCO will have the complete responsibility of establishing the new center for functioning of the service in the city.

PART C

Instructions to Bidder

1. **Period of Contract:**

The agreement is for operation and maintenance of Madhya Pradesh Government CM Helpline Outbound Center (Call Centre). The period of contract will be initially for a period of Five Years, extendable annually up to 3 more years based on mutual agreement.

2. **Cost of Tender Document:**

The tender can be purchased by paying Rs. 10,000/- through www.mpeproc.gov.in.

3. **Cost of Submission of Tender:**

The Bidder shall bear all costs associated with the preparation and submission of its tender, and SAPS will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.

4. **Non-transferable Tender:**

The tender document is not transferable.

5. Other than the above qualification parameters, the applicant should not be a blacklisted Company by a Government Entity.

6. **Completeness of Tender Offer:**

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the Tender Documents. Failure to furnish all information required by the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Bidder 's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Bidder if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

7. **Two Bid System Tender: - Online only**

The offers shall be in two separate parts containing Technical and Commercial Offers. Two separate sealed envelopes containing the Technical and Commercial offers respectively should be enclosed together in a larger envelope, sealed and superscripted with the Tender Reference Number and Name of Bidder.

Both the inside envelopes should be separately securely sealed and stamped. The sealed envelopes must be super-scribed with the following information:

- Type of Offer (Technical or Commercial)

- Tender Reference Number

- Name of Bidder

8.   **ENVELOPE – I (Technical Offer):**

The Technical Offer (T.O.) should be complete in all respects and contain all information asked for, except prices. It should not contain any price information. The Technical Offer must be submitted in an organized and neat manner. No documents, brochures, etc. should be submitted in loose form. All the pages should be serially numbered.

The documentary evidence of the Bidder's qualifications to perform the Contract, shall establish to SAPS satisfaction that the Bidder is eligible as per the criteria outlined in the Qualification Requirements. This will include the following:

a.   Tender Offer Form (**Annexure A**) duly filled in.

b.   Earnest Money Deposit (Bid Security) of Rs. 10 lakh only. (Annexure E)- offline

c.   The documents as per qualification criteria.

d.   An identification sheet (name or business name, legal status, contact person etc.).

e.   Declaration of the Bidder that they agree with the Terms & Conditions of the Tender by signing each sheet of the tender document (Part B & D).

f.   Power of Attorney (POA) in favor of the person signing the tenders.

Note: - All the documents should be in online mode only, except EMD and Power of Attorney (POA) which should be submitted as Physical documents (Original form as well as scan copy should also be uploaded on the portal) at the mentioned SAPS office address before the bid deadline.

9.   **Bid Security (EMD)**

Bidders are required to give a Bank Guarantee valid up to six months from the date of submission of bids for Rs 10 Lakh (Ten Lakh) as Bid Security along with their offer. This Bank Guarantee must be submitted in the format specified in Bid Security Form (**Annexure E**). Offers made without Bid Security will be rejected. The Bank Guarantee must be of a Scheduled Bank/Nationalized Bank/Foreign Bank.

Unsuccessful Bidder's bid security will be discharged / returned after 30 days of the last date of submission of tender.

The successful Bidder's bid security will be discharged upon the Bidder executing the Contract and furnishing the performance security.

The bid security may be forfeited if a Bidder withdraws his tender during the period of bid validity or in case a successful Bidder fails:

(i)   To sign the contract in accordance with the terms and conditions

(ii)   To furnish performance security as specified in the terms and conditions

10.   ENVELOPE-II (Commercial Offer):

The Commercial Offer must be given in online mode. The price bid should not contradict the Technical Offer in any manner.

Bidder should submit their prices only in the Bid Form (**Annexure - D**) given in the tender, Price quoted other than the bid form shall be liable to be rejected. The Bid Form must be filled in completely, without any errors, erasures or alterations. The prices will be inclusive of all taxes.

11.   Signing of Tender Offers

The original Tender Offer shall be typed or written in ink and shall be signed by the Bidder or a person or persons duly authorized in writing to bind the Bidder to the Contract. Power-of attorney accompanying the tender offer shall indicate such

Authorization All pages of the Tender Offer, shall be initialed in blue ink by the person or persons signing the Tender Offer.

The Tender Offer shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the offer.

12.   Erasures or Alterations

Offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer. Technical details must be completely filled up. Filling up of the Technical Detail Form using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not aagentptable. SAPS may treat offers not adhering to these guidelines as non-responsive.

13. **Costs and Currency**

The offer must be given in Indian Rupees only.

14. **Submission of Tender Offers – Online only**

Online Tender offers shall be received by SAPS, at www.mpeproc.gov.in not later than the time and date specified in the invitation for Tender offers. In the event of the specified date for the submission of tender offers being declared a holiday, the offers will be received up to the appointed time on the next working day.

SAPS may, at its discretion, extend this deadline for submission of offers by issue of amendment in which case all rights and obligations of the purchaser and tender previously subject to the deadline will thereafter be subject to the deadline as extended. Telex, cable or facsimile offers will be rejected.

15. **Late Tender Offers**

Any tender offer submitted to SAPS after the deadline for submission of tender offer prescribed by SAPS pursuant to the clause above, will not be entertained and shall be treated as non-responsive and returned unopened to the bidder.

16. **Modification and Withdrawal of Offers**

The Bidder may withdraw his offer after its submission, prior to the closing date and time prescribed for submission of offers. No offer can be withdrawn by the Bidder, subsequent to the closing date and time for submission of offers.

17. **Preliminary Scrutiny**

Prior to the detailed evaluation, SAPS will determine the substantial responsiveness of each offer to the tender documents. For the purpose of these Clauses, a substantially responsive bid is one, which conforms to all the terms and conditions (including qualification criteria) of the Tender Documents without material deviations. SAPS determination of an offer's responsiveness is to be based on the contents of the tender offer itself without recourse to existing evidence.

SAPS will scrutinize the offers to determine whether they are complete, whether required technical documents have been furnished, whether the documents have been properly signed, and whether the offers are in order.

A tender offer determined as not substantially responsive will be rejected by SAPS and the commercial bid for such Bidder will not be opened.

SAPS may waive any minor omission in a tender offer, which does not constitute a material deviation. This shall be binding on all Bidders and SAPS reserves the right of such waivers.

18. **Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of offers, SAPS may, at its discretion, ask some or all Bidders for clarification on their offer. The request for such clarifications and the response shall be in writing. To speed up the tender process, SAPS, at its discretion, may ask bidders to submit clarification by means of facsimile or e-mail. In such cases, original copy of the document describing the clarifications must be sent to SAPS by means of courier / in person.

19. **Evaluating and Short-listing of Bidders**

SAPS will evaluate technical bids on the basis of qualification criteria as mentioned in Para 5 - Part C and short list technically qualifying bidders. The decision of SAPS will be final.

20. **Completion of Compliance of Tender Conditions and Stipulations, Price Comparisons**

The Commercial Offers (Financial Bids) of only technically qualified bidders will be opened.

After opening Commercial Offers of the short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

SAPS will evaluate Commercial Offers for award of the contract or negotiate as may be found reasonable.

21. **Award of Contract**

The Bidder whose commercial offer has been found to be the lowest will ordinarily be awarded the Contract. SAPS reserves the right to negotiate for reduction in rates with the lowest bidder. The award shall be communicated to the concerned bidder mentioning number of sanctioned man shifts.

22. **SAPS' Right to Accept Any Offer or reject all Offers**

SAPS reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of contract, without thereby incurring any liability towards the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the clients action.

23.   No commitment to accept lowest or any tender

SAPS shall be under no obligation to accept the lowest or any other offer received in response to this tender notice.

24.   Corrupt or fraudulent Practices

SAPS requires that the Bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines the terms set forth as follows:

i.   "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

ii.   "fraudulent practice" means a misrepresentation of facts in order to influence a tendering process or a execution of a contract to the detriment of the Client, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Client of the benefits of the free and open competition; it shall also include "recommendations" in any form.

iii.   The Client will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

iv.   The Client will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, the contract.

25.   Singing of Contract

The successful bidder whose tender is accepted is required to sign the agreement in Form *vide* Annexure-F within 10 days of receipt of letter of acceptance, after submission of Performance Security *vide* **clause 1** of **Part D**.

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PART - D

TERMS AND CONDITIONS OF THE CONTRACT

1. **Security Deposit / Performance Guarantee.** The successful Call Center Operator shall furnish Security Deposit as a performance guarantee of 10% of contract amount valid till six months after contract period, in the form of Bank Guarantee for the contract within Ten days of the receipt of notification of award / Letter of intent from SAPS. This bank guarantee should be valid for a period of 66 (sixty six) months from the date of issue of such notification or letter. On extension of the contract the successful Bidder will have to extend the validity of this bank guarantee upto 6 months beyond the period for which extension has been awarded. The proforma of the performance guarantee is given at **Annexure G**.

2. **The Scope of Work:-**The Scope of the work, deployment of staff, Trainings, etc. are defined/detailed in Part B of this Tender.

3. **Payment Terms:** The sum quoted by the Bidder for up-gradation, operation and maintenance of call centre per man shift basis for a month into multiples of the man shifts ordered minus the penalties for the breach of Service Level Agreement will be the monthly payment that will be made to the Call Center Operator. The Call Center Operator shall submit his monthly bill mentioning details of man shifts and total amount of claim, during first week of every month following the month for which services have been rendered. After necessary checking by the client the payment will be made between the second and the third week of the month following the month for which services have been rendered. The client may require the Call Center Operator to furnish any relevant clarification/information to facilitate proper checking of the bill.

4. **Termination of contract.**

    The SAPS may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Call Center Operator:-

    5.1 If the value of the penalty for different services together exceeds 20% of the contract amount for 1 year.

    5.2 If the Bidder becomes Bankrupt or financially insolvent during currency of the contract.

    5.3 If it is found that the bidder has been convicted for any unlawful activities.

5.4 If it is found that bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

5. **Limitation of Liability on Termination.** If the contract is terminated except on expiration of contract, because of any of the reason stated above, SAPS will forfeit any payment due to Call Center Operator from the date of termination of contract. Any hardware/Software/Equipment installed in the campus will be forfeited and become SAPS' property. Any loss to SAPS will be recovered from the due payments, security deposits. This liability will be limited to the amount of security deposits & due payments.

6. **Confidentiality: -** Any information pertaining to the Govt. of Madhya Pradesh or any other matter concerning GOMP that comes to the knowledge of the Call Center Operator in connection with this contract will be deemed to be confidential and the contractor will be fully responsible for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to do so. The Solution Provider shall ensure due secrecy of information and data not intended for public distribution.

7. **Intellectual Property Rights: -** The Call Center Operator will have to submit source code required documentations to SAPS and SAPS will have full rights over the source code and IPR shall belong to SAPS and Call Center Operator will not possess any rights. On changes in the source code or documentation the Call Center Operator will have to provide source code / documentation to SAPS from time to time.

8. **Security against infringement of third party Rights.** The Call Center Operator will ensure that SAPS is protected against all claims of infringement of third party Rights because of any action attributable to the Call Center Operator. As soon as such claims arise, the Call Center Operator will act immediately to extinguish all such claims & purchase such licenses at own cost. All incidentals & court fees in this regard will be solely borne by Call Center Operator himself.

9. **Conciliation** In the event of any dispute between the Call Center Operator and SAPS, either Party may call upon a mediator to mediate and assist the Parties in arriving at an amicable settlement thereof. Failing mediation by the mediator or without the intervention of the mediator, either Party may require such dispute to be referred to a committee of 3 members constituted by SAPS, for amicable settlement, and upon such reference, the said persons shall meet no later than 7 (seven) days from the date of reference to discuss and attempt to amicably resolve

the Dispute. If such meeting does not take place within the 7 (seven) day period or the Dispute is not amicably settled within 15 (fifteen) days of the meeting or the Dispute is not resolved either Party may refer the dispute to arbitration in accordance with the provisions of the clause "Arbitration".

10. **Arbitration:** Any Dispute which is not resolved amicably by conciliation, as provided in Article 10, shall be finally decided by reference to arbitration by a Board of Arbitrators appointed in accordance with Article 11.1 below. Such arbitration shall be held in accordance with the Rules of Arbitration in force, or such other rules as may be mutually agreed by the Parties, and shall be subject to the provisions of the Arbitration Act. The venue of such arbitration shall be Bhopal, and the language of arbitration proceedings shall be English.

11.1 There shall be a Board of three arbitrators, of whom each Party shall select one, and the third arbitrator shall be appointed by the Secretary, Govt. of Madhya Pradesh, Department of Public Service Management. Honorarium/Remuneration to the arbitrators will be paid by the concerned parties and for the third arbitrator will shared by both the parties.

11.2 The arbitrators shall make a reasoned award. Any Award made in any arbitration held pursuant to this Article 10 shall be final and binding on the Parties as from the date it is made, and both the Parties shall agree and undertake to carry out such Award without delay.

11.3 Both the parties will agree that an Award may be enforced against the Bidder or SAPS, as the case may be, and their respective assets wherever situated.

11.4 This Agreement and the rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder.

11. **Force Majeure** As used in this Agreement, the expression "Force Majeure" or "Force Majeure Event" shall mean occurrence in India of any or all of Non-Political Event (as defined in Article 12.1) and Indirect Political Event (as defined in Article 12.2), if it affects the performance by the Party claiming the benefit of Force Majeure (the "Affected Party") of its obligations under this Agreement and which act or event (i) is beyond the reasonable control of the Affected Party, and (ii) the Affected Party could not have prevented or overcome by exercise of due diligence and following Good Industry Practice, and (iii) has Material Adverse Effect on the Affected Party.

12.1 Non-Political Event : A Non-Political Event shall mean one or more of the following acts or events:

a. Act of God, epidemic, extremely adverse weather conditions, lightning, earthquake, landslide, cyclone, flood, volcanic eruption, chemical or radioactive contamination or ionizing radiation, fire or explosion (to the extent of contamination or radiation or fire or explosion originating from a source external to the Site);

b. Strikes or boycotts (other than those involving the Bidders, Contractors or their respective employees/representatives, or attributable to any act or omission of any of them) interrupting supplies and services to the Project for a continuous period of 7 (seven) days and an aggregate period exceeding 60 (sixty) days in an Accounting Year;

c. Any judgment or order of any court of competent jurisdiction or statutory authority made against the Bidder in any proceedings for reasons other than (i) failure of the Bidder to comply with any Applicable Law or Applicable Permit, or (ii) on account of breach of any Applicable Law or Applicable Permit or of any contract, or (iii) enforcement of this Agreement, or (iv) exercise of any of its rights under this Agreement by the Authority;

d. Any event or circumstances of a nature analogous to any of the foregoing.

12.2 **Indirect Political Event**: An Indirect Political Event shall mean one or more of the following acts or events:

12.2.1 An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion or politically motivated sabotage;

12.2.2 Industry-wide or State-wide strikes or industrial action for a continuous period of 7 (seven) days and exceeding an aggregate period of 60 (sixty) days in an Accounting Year; or

12.2.3 Any event or circumstances of a nature analogous to any of the foregoing.

12.3 Duty to report Force Majeure Event

12.3.1 Upon occurrence of a Force Majeure Event, the Affected Party shall by notice report such occurrence to the other Party forthwith. Any notice pursuant hereto shall include full particulars of:

12.3.2 The nature and extent of each Force Majeure Event which is the subject of any claim for relief under this Article 30 with evidence in support thereof;

12.3.3 The estimated duration and the effect or probable effect which such Force Majeure Event is having or will have on the Affected Party's performance of its obligations under this Agreement;

12.3.4 The measures which the Affected Party is taking or proposes to take for alleviating the impact of such Force Majeure Event; and

12.3.5 Any other information relevant to the Affected Party's claim.

12.4 The Affected Party shall not be entitled to any relief for or in respect of a Force Majeure Event unless it shall have notified the other Party of the occurrence of the Force Majeure Event as soon as reasonably practicable, and in any event not later than 7 (seven) days after the Affected Party knew, or ought reasonably to have known, of its occurrence, and shall have given particulars of the probable material effect that the Force Majeure Event is likely to have on the performance of its obligations under this Agreement.

12.5 For so long as the Affected Party continues to claim to be materially affected by such Force Majeure Event, it shall provide the other Party with regular (and not less than weekly) reports containing information as required under this article, and such other information as the other Party may reasonably request the Affected Party to provide.

12.6 Effect of Force Majeure Event on the Agreement

12.6.1 Upon the occurrence of any Force Majeure Event after the facility becomes operational the period of contract shall be extended by a period equal in length to the duration of the Force Majeure Event.

12.7 Allocation of costs arising out of Force Majeure: Neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, cost, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereto.

12.8 Dispute resolution In the event that the Parties are unable to agree in good faith about the occurrence or existence of a Force Majeure Event, such Dispute shall be finally settled in accordance with the Dispute Resolution Procedure as defined in article 10 and 11; provided that the burden of proof as to the occurrence or existence of such Force Majeure Event shall be upon the Party claiming relief and/or excuse on account of such Force Majeure Event.

12.9 Excuse from performance of obligations: If the Affected Party is rendered wholly or partially unable to perform its obligations under this Agreement because of a Force Majeure Event, it shall be excused from performance of such of its obligations to the extent it is unable to perform on account of such Force Majeure Event; provided that:

12.9.1 The suspension of performance shall be of no greater scope and of no longer duration than is reasonably required by the Force Majeure Event;

12.9.2 The Affected Party shall make all reasonable efforts to mitigate or limit damage to the other Party arising out of or as a result of the existence or occurrence of such Force Majeure Event and to cure the same with due diligence; and

12.9.3 When the Affected Party is able to resume performance of its obligations under this Agreement, it shall give to the other Party notice to that effect and shall promptly resume performance of its obligations hereunder.

13. **Obligations of the Parties**

(i) **Obligations of the Call Center Operator**

1. The Call Center Operator shall be governed by all relevant Acts (Central, State and Local Bodies) as applicable on the Call Centre operation. Every personnel of the Call Center Operator will comply with the applicable law in force.

2. The Call Center Operator shall obtain approval of the client for (i) Number of Man shifts (ii) Changes in structure of Shifts and (iii) Arrangement of duty hours of call agents.

3. The Call Center Operator shall perform the services described in **'Scope of work'** and carry out his obligations there under with due diligence and efficiency in accordance with professional techniques

and practices, and observe sound management techniques. He will employ appropriate advanced technology, safe and effective equipments, machinery and methods. He shall at all times safeguard client's (SAPS) legitimate interests in any dealings with third parties.

4. The Call Center Operator should provide the services throughout the period of assignment without any breach of any of the clauses agreement and breaks in the services. The Call Center Operator shall be liable to pay to the client compensation equal to the value of resultant damages to the client in case of any breach of the agreement or leaving the services incomplete before expiry of the contract.

5. The remuneration of the Call Center Operator pursuant to this Agreement hereof shall constitute the Call Center Operator's sole remuneration in connection with this Agreement or the Services. The Call Center Operator shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Agreement or to the Services or in the discharge of his obligations hereunder, and the Call Center Operator shall make his best efforts to ensure that any of his personnel and agent shall not receive any such additional remuneration.

6. The Call Center Operator agrees that, during the term of this Agreement the Call Center Operator and any entity affiliated with the Call Center Operator shall be disqualified from providing goods, works or services for any project affecting the Services.

7. The Call Center Operator shall not engage and shall cause his personnel not to engage, either directly or indirectly in any business or professional activities in the State of Madhya Pradesh and elsewhere, which would conflict with the activities assigned to him under this Agreement.

8. The Call Center Operator and his personnel shall not, either during the term or within two (2) years after the expiration of this Agreement, disclose any proprietary or confidential information relating to the project, services under this Agreement or the Client's business or operations without the prior written consent of the Client.

9. The Call Center Operator shall at his own cost protect personnel, hardware, software, structures & assets etc., against any likely damage. He (i) shall acquire insurance covers at his own cost to safeguard against loss, damage and threat to life and (ii) shall provide evidence to the client immediately on his demand, showing such insurance policies and that the premiums due there for have been paid.

10. The Call Center Operator (i) shall keep accurate and systematic accounts and records in respect of the Services and expenditure, hereunder, in accordance with the accepted accounting principles and in such forms and details as will clearly identify all the relevant charges and cost, and the basis thereof; and (ii) shall permit the Client or his designated representatives periodically, and up to two years from the expiration or termination of this Agreement, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by the Client.

11. The Call Center Operator shall establish, maintain and operate the call centre in compliance to best in class specifications and norms. He is required to submit details of the arrangements made for safety/security of employees including their conveyance arrangements and other amenities viz. breakfast, lunch, dinner tea/coffee etc. as may be required; the entire cost of which would be borne by the Call Center Operator. The breaks for lunch and breakfast etc. shall not in any way adversely affect the services provided to the callers under this agreement.

12. Call Center Operator should make satisfactory provisions/arrangements so that the resources deployed in the call centre do not breach the security/confidentiality.

13. The Call Center Operator and the client shall jointly review and evaluate Call Center Operator's performance on all parameters viz. arrangements, services, software/hardware use, updating the system, observance of laws, compliance of instructions of SAPS, training of call agents (employees), and customer satisfaction etc. on quarterly basis. The Call Center Operator shall take all necessary steps to rectify any identified deficiencies

14. The Call Center Operator will use the existing infrastructure and assets etc. as handed over to him by the previous Call Center Operator through SAPS. The existing infrastructure will be used only for an interim period of 2 months from the date of signing of contract. In parallel, the successful bidder will have to procure and commission the new hardware within 2 months from date of signing of the contract. Currently call center is using call Management solution Aspect 5.2. The successful bidder may choose to either upgrade the existing solution to latest version or may deploy an equivalent solution after seeking prior approval of SAPS. Premises will be decided at later stage after awarding the contract (Preferably Century-21 Mall, Hoshangabad Road, Bhopal). At the time of closing of the contract, he

will handover complete setup including hardware, software, codes, passwords and other resources to the SAPS.

15. A monthly statement in suitable format including particulars of employees i.e. call agents, team leaders; manager etc. shall be submitted to the SAPS. When a new person is appointed, it should be duly reported to the client (SAPS). The client may require the Call Center Operator to remove a Call Centre worker on ground of misconduct, non-performance or threat to security etc. The Call Center Operator will remove such a worker from the Call Centre.

16. The Call Center Operator shall submit to the client, reports and documents demanded by the client relating to performance of the services or operation of this contract periodically as may be specified by the client.

17. The Call Center Operator will grant access in the call centre to assigns of the client, QA team, consultants & auditors etc. appointed/authorized by the SAPS for inspection on overall functioning of the call centre. Any discrepancies noticed shall be duly rectified by the Call Center Operator.

18. The Call Center Operator will appoint a person to be the nodal officer for coordinating with the client. The person identified must be available over phone at all times.

19. The Call Center Operator shall not directly or indirectly transfer, assign or sublet the contract or any part thereof under any circumstances.

20. The Call Center Operator shall bear the monthly rent, electricity and water charges of the call center premises. The vender will pay the rent of the call centre premises which will be reimbursed on actuals by SAPS. He will also carry out the routine maintenance i.e. color wash etc. as per norms fixed for the building works. He will also provide fixtures; fittings & materials etc. vide Annexure H – Specification for CFCC. The Call Center Operator shall comply with the rules / norms of building maintenance prevailing in public works department of Madhya Pradesh. Especially he will provide fire extinguishers with fire alarm systems and install other safety devices such as CCTV systems etc. as per directions of the SAPS.

(ii) Obligations of the Client

The client will:-

1. Provide assistants to the Call Center Operator for obtaining work permits, licenses etc. required to perform the services.

2. Provide existing infrastructure taken over from the existing Call Center Operator for use in performance of the services.

3. Designate a person to be the nodal point of contact for the Call Center Operator.

4. Assist in liaising with other departmental agencies for gathering relevant information.

5. Release timely payments as per approved 'Financial Bid' (Annexure-D) of the Tender Documents.

6. The building for the existing MPCFC (Call Centre) has been provided by the SAPS. In case of shifting of the Call Centre to another building the SAPS will bear expenses for shifting and setting up of the call centre in the new building to be provided by the SAPS. This will apply recurrently whenever the Call Centre is shifted to another building.

7. Sanction Number of man shifts required for smooth functioning of the Call Centre.

8. Order any changes in structure of shifts, arrangement of Call Agents etc as per requirement or Call Center Operator's request.

14.   Increase/Decrease in Man Shifts:

14.1   The Client at his sole discretion will issue sanction of number of Man Shifts. The Call Center Operator will allow only exactly the number of Sanctioned Man Shifts to be engaged for the operation of the Call Centre.

14.2   The Call Center Operator may with the prior approval of the Client adjust the number of Call Agents and their duty hours depending upon Call Volumes during particular hours. The sanctioned number of man shifts will remain unchanged due to such adjustment or rearrangement.

14.3   The Call Center Operator may submit a request for increase or decrease in number of man shifts giving sufficient data like, reports on service metrics/parameters etc and detailed analysis justifying the request. The client may at his sole discretion carry out necessary investigation and accordingly take an appropriate decision which shall be binding.

15.   Legal Jurisdiction: All legal disputes are subject to the jurisdiction of Bhopal courts only.

Annexure A

TENDER OFFER FORM

Date: _____

Tender Reference No.:

To:

Dear Sir:

Having examined the tender documents including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Operate & Maintain Call center for Madhya Pradesh CM Helpline Outbound Process and Emergency Helpline for Government of Madhya Pradesh.

We undertake, if our tender is accepted, to commence Contract within 10 days from the date of receipt of your Notification of Award.

If our tender is accepted we will obtain the guarantee of bank for a sum of 10% of the Contract amount for one year or Rs. 20 Lakhs (Twenty Lakhs) whichever is more for the due performance of the Contract during the Contract period.

We agree to abide by this tender for a period of 120 days from the last date for submission of the tenders.

Until a formal contract is prepared and executed, this tender offer, together with your written acceptance thereof and your notification of award shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any offer you may receive.

Dated this _____ day of _____2018

Signature: _____

(In the Capacity of:) _____

Duly authorized to sign the tender offer for and on behalf of

Annexure B – DETAILS OF BIDDER

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sr. No.	Item	Details
1.	Name of the Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	
5.	Name of the Managing Director	
6.	Name of the Contact Person with Designation, Address, Telephone Number, e-Mail ID	
7	Web Address	
8	Any other information that the bidder will like to share	

Date: _____

Place: _____

Signature of the Bidder

Annexure C – Performance Statement (Qualifying Criteria)

Name of the Firm _____

(1)   Number of Seats Established

S,No	Number of Seats	Location (City, Address, E-mail, Phone)

(Please submit supporting evidence)

(2)   Number of Seats for a Client

S,No	Number of Seats	Name of the Client with Contact person Address and Telephone Number	Location (City and Address)

(Please submit supporting evidence)

(3)   Overall Turn Over -

S,No	Year	Turn Over in Rs
1	2014-15	
2	2015-16	
3	2016-17	

(Please submit supporting evidence)

(4)   Whether the company has ever been blacklisted by Govt. Entity

   (Please submit Affidavit)

(5)   Whether applying as standalone basis or holding (Subsidiary Company)

(6)   Positive cash flow:

(Note: Write details for financial year ending March 2017)

*Please attach balance sheet and certificate from Company CA

Kindly attach any other relevant information.

Date: _____

Place: _____

<div align="right">

Signature of the Bidder

</div>

Annexure D – Financial Quote

(Kindly tear off this sheet and put in financial bid cover)

FINANCIAL BID

In response to Tender No…………….. Dated ………….. for **Madhya Pradesh CM Helpline Outbound Centre**, I/We hereby offer to execute the work and provide services for the centre described in 'Scope of Work' & "Obligations of the Call Center Operator" of the bid document and appurtenant tasks within the meaning of scope of the work at the following rates on per man shift basis:-

S.No	Particulars	Basic price (INR) (a)	GST (@18%) (b)	Total monthly Cost (a+b)
1.	**Cost per Call Center Agent per shift per month**			
TOTAL COST IN WORDS :				

- The quoted price shall be inclusive of all applicable taxes, duties and levies wherever applicable and/or payable and includes the entire cost of executing the mentioned Scope of work including the Call Center Infrastructure set up, IT hardware, software, tools, mobile App, licensing, electricity, bandwidth, Supporting manpower, facility management charges cost, manpower hiring cost, salary cost, out of pocket expenses, building maintenance cost and any other charges.

- No Extra cost shall be borne by SAPS. Only Premises Rent, PRI charges & SMS charges shall be borne by SAPS.

Signatures

Name of Authorized signatory

Annexure E –Bid Security

Bank Guarantee

TO,

The Executive Director,
State Agency for Public Services
Public Service Management Department,
Govt. of M.P., Bhopal

In consideration of M/s State Agency for Public Services, Public Service Management Department, Govt. of M.P., Bhopal (hereinafter referred to as "Purchaser") having agreed to purchase services for Call Center project on outsourced model (hereinafter referred to as "Goods") from M/s ----------------------------- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No------- dt. ------------ (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the Call center solution, as per the terms and conditions of the said contract, to be offered by the contractor and also guaranteeing the operation & maintenance, by the contractor, call center solution as per the terms and conditions of the said contract;

1) We, -------------------------- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto -----------------any money or moneys not exceeding a total sum of Rs---------(Rupees-----------only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether Web Site has failed to perform as per the said contract, and also as to whether the contractor has failed to operate and maintain call center solution as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between

the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on ------------------; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. --------- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8)   This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9)   Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10)   Notwithstanding anything contained herein:-

   i)   Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----only);

   ii)   This Bank Guarantee shall be valid upto ----------------------; and

   iii)   We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----------------- (date of expiry of Guarantee).

11)   The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this -------------------- day of ------------------ 2018 at ----------

For and on behalf of ------------------------- Bank.

                              sd/-   ---------------------------------------

Annexure F- CONTRACT FORM

Agreement Made this _____ day _____ of Two thousand _____
_____ Between_____ _____ _____ _____
_____ ____(hereinafter called "the Contractor" or "Call Center Operator" or "Solution Provider") of the one part and State Agency for Public Services, Public Service Management Department, Govt. of MP Bhopal ("SAPS" or "Client") of the other part.

WHEREAS the contractor has submitted offer for establishing and operating Call center for Madhya Pradesh CM Helpline Outbound Call Center and Emergency Helpline; as per the terms and conditions mentioned in the tender document. Whereas such offer has been accepted and the contractor has deposited with SAPS the sum of Rs. _____ (Rupees _____only) as security for the fulfillment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

1. The contractor has accepted the contract on the terms and conditions set out in the tender notice no. _____ dated _____. The tender document will form a part of the Contract Form.

2. Upon breach by the contractor of any of the conditions of the agreement, SAPS may issue a notice in writing, determine to put an end to this agreement without prejudice to the right of SAPS to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfill the agreement as certified in writing by SAPS which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the SAPS.

3. This agreement shall remain in force until the expiry of 60 months from the date of Start of the work but SAPS may cancel the contract at any time upon giving one months notice in writing without compensating the contractor. The agreement can be extended for a period of 36 months (Annual Basis) upon satisfactory performance by the Contractor on mutually agreeable terms.

4. The Call center Facility will be on a Build Own Operate and Transfer (BOOT) basis. At the end of 60 months the facility will become a property of the Government of Madhya Pradesh.

5. Notices in connection with the contract may be given by Executive Director SAPS.

6. SAPS is also entitled to recover the cost of failure to meet the Service Level Agreement (SLA) from the payments to be made to the Contractor.

7. In consideration of the payments to be made by SAPS to the Call Center Operator as hereinafter mentioned the Call Center Operator hereby covenants with SAPS to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract and the Tender.

8. Following documents shall form part of the agreement :

    i. Invitation of sealed tender for Operation and Maintenance of call center for Madhya Pradesh CM Helpline Outbound Process.

    ii. Part A- Introductory note for the request for proposals (RFP) for appointment of call center operator.

    iii. Part B- Scope of Work

    iv. Part C- Instructions to Bidders

    v. Part D- Terms & Conditions of Contract

    vi. Annexure A to H.

Bhopal   CONTRACTOR

Witness:

1.

2.   Executive Director, SAPS

Annexure G – PERFORMANCE SECURITY

TO,

The Executive Director,

State Agency for Public Services

Public Service Management Department,

Govt. of M.P., Bhopal

In consideration of M/s State Agency for Public Services Public Service Management Department, Govt. of M.P., Bhopal (hereinafter referred to as "Purchaser") having agreed to purchase services for Call Center project on outsourced model (hereinafter referred to as "Goods") from M/s ----------------------------- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No------- dt. ------------ (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the Call center solution , as per the terms and conditions of the said contract, to be offered by the contractor and also guaranteeing the operation & maintenance, by the contractor, call center solution as per the terms and conditions of the said contract;

1)   We, -------------------------- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ------------------any money or moneys not exceeding a total sum of Rs--------(Rupees-----------only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2)   Notwithstanding anything to the contrary, the decision of the purchaser as to whether Web Site has failed to perform as per the said contract, and also as to whether the contractor has failed to operate and maintain call center solution   as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between

the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----------------; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. --------- (this date should be date of expiry of Guarantee).

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing uncancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

   i) Our liability under this Bank Guarantee shall not exceed Rs--------(Rupees---------only);

   ii) This Bank Guarantee shall be valid upto ---------------------; and

   iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before -----------------(date of expiry of Guarantee).

11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this -------------------- day of ------------------ 2018 at ----------

For and on behalf of ------------------------- Bank.

sd/-   --------------------------------------

Annexure H

SPECIFICATIONS FOR CM HELPLINE OUTBOUND CALL CENTER

Voice Switch:

1. Non Blocking – The equipment should be equipped with the necessary interfaces to provide time slot to each agent extension & E1s, including non blocking communication between equipment stacks and common control to peripheral equipment

2. BHCC – The equipment should have BHCC rating of over 20,000 calls to cater to high call traffic conditions

3. The BHCC rating of the Voice Switch should be constant irrespective of applications like ISDN, Call Center Software, IP Telephony being used

4. Capacity – The equipment should be able to handle at least 50 agents without upgrading the BHCC

5. The equipment should have an embedded Real Time UNIX based Operating System (OS), specifically designed for high traffic telephony environment rather than a general application level OS – This ensures resistance to virus attacks & software corruption

6. The Voice Switch should be inherently capable of handling TDM & IP interfaces both on trunks and extensions (Analog, Digital, IP & Soft Phones)

7. It should be possible to prioritize TDM traffic according to requirements, e.g. Trunk, Announcements should have greater time slots availability, since their usage is generally higher

8. Should have an in-skin announcement hardware to play recorded announcements to callers – should also have a broadcast capability to play messages to a large no. of callers from a fewer no. of ports

Messaging Platform:

1. Should be preferably in-skin (residing in the Voice Switch) and thereby increasing reliability & achieve immunity against external server failures

2. Should be inherently capable of handling Fax Messaging, Integration with e-mail clients, Text-to-Speech and Speech Activated Messaging in addition to traditional Voice Messaging & Auto Attendant applications

3. Should be able to provide simple drag and drop applications like Fax-On-Demand through dial call processing trees

4. Should also have a broadcast capability to play customized messages to a large no. of callers from a fewer no. of ports

5. Should support LDAP (lightweight Directory Access Protocol).

6. Should seamlessly integrate with Call center Software to play prompts, Expected Wait Times / Position in Queue to callers, collect digits

7. Should allow callers to leave a queue, record a message & re-enter the queue without losing their Position in Queue

Operator Positions:

1. The operator terminal should have minimum three lines by twenty four characters display area to display

2. It should have at least two accessory ports for personnel coaching.

3. It should support group listening for group coaching.

Call center Software:

1. Open System Environment – The software should reside on a Platform Call Center Operator Independent Hardware rather than in a proprietary Voice Switch. This will make the system easier to integrate with 3rd party CRM Software's, Host & Database applications

2. The Software should be the highest level of the Call Routing packages that the manufacturer has on offer

3. Reporting – The software should be able to generate detailed & extensive Graphical Real Time and Historical Reports on various Call Center Statistics as well as Call-by-Call (Cradle-to-Grave) reports & Supervisor Report Designer

4. The agent capacity of the Voice Switch should be constant irrespective of the no. of skillsets per agent – agent capacity should not reduce on increasing no. of skillsets

5. There should be no limitation on the no. of call flow scripts / vectors

6. Modifying the call flow (changing the script) should be on the fly and activation of the script should not require agent logout and login.

7. In a networking scenario, the agent at the remote site should be reserved before the call is transferred to the site i.e. trunk is reserved – This enables conservation of bandwidth if agent at remote site is also busy

8. When a call is received at the primary site, gets transferred to a remote site and then is transferred back to the primary site, the call should not occupy 2 WAN channels – This enables conservation of bandwidth

9. The system should be capable of Network-wide Skill Based Routing, thereby creating a virtual pool of agents with centralized administration & management capabilities of the network skillsets

10. The system should be capable of flexible agent scheduling across the network

11. The Reporting Software should be able to generate consolidated Real Time & Historical Reports for all the network sites

12. There should be a coordinated voice & data / screen transfer possible across the network

13. The activation / deactivation of agent skillsets should be as simple as point-and-click

14. Reassigning an agent to a specific task should be as simple as drag-and-drop

15. The refresh rate of agent statistics on the Real Time Display should be as low as 0.5 secs – This enables up-to-date information to supervisors on agent performance

16. Should be possible to further customize reports using industry-standard Report Writers

17. The software should provide a Browser based Agent CTI Framework (desktop application), providing agents with Call Center information displays, Softphone capabilities, Guides, Agent Messaging, Agent Tabs for applications like Call Recording, Dialer interfaces, client for handling web collaboration etc.

18. Supervisor should be able to view real time display and generate reports from the web.

19. Collection of MIS should never get hampered due to changes in skill level or skill sets

20. In case of network outage, the same level of Skill Based Routing, CTI & Reporting should be available at the individual sites, as available when the network is functional

21. Should be possible to easily & seamlessly integrate Web Collaboration & E-mail Management software from the same manufacturer into the Call center operations and have blended agents capable of seamlessly handling voice & web callers as well as e-mails

22. Should be possible to have at least 1000 IP agent sets dispersed across a WAN supported from a single centralized platform

23. Should be able to use customer information residing in Host / Database Servers to influence Call Routing & Treatment

24. System should also support progressive dialer. (progressive dialer dials the call automatically only when agents are logged in)

Network Management System / Administration

1. The voice switch should be SNMP manageable and should support a Windows Graphical User Interface (GUI) or web browser interface.

2. The NMS should also support corporate directory services for customized reporting, as well as advanced call tracking features with graphical reporting for trending and call pattern analysis.

3. It should also include Lightweight Directory Access Protocol (LDAP) synchronization, a Web-based Network Navigator, a Web-based Alarm Viewer, and Web-based desktop management service.

4. It should be possible to administer all the site from one location.

5. NMS should notify alarms generated in any of the system by an email or paging.

Layer 2 Switch

Features:

1. 24 ports 10/100/1000BASE-T with auto-config and auto-polarity with two ports 10/100/1000Mbps for uplink.

2. Web Based Management

3. Multi Link Trucking for higher bandwidth connectivity to other switch/server with failsafe redundant link

4. Operating System support with free download for up gradation

Performance

Switch fabric bandwidth—13 Gbps

Frame forwarding rate

6.6 million packets per second (Mpps) minimum

Memory—16MB memory architecture shared by all ports

Address database size—8,000 entries at line rate

Addressing—48-bit MAC address level

Frame length—64 to 1518 bytes (IEEE 802.1Q Untagged)

68 to 1522 bytes (IEEE 802.1Q Tagged)

Interface options

10BASE-T/100BASE-TX

RJ-45 (8-pin modular) connectors for Auto MDI/MDI-X interface with auto-polarity

Network protocol and standards compatibility

IEEE 802.3 10BASE-T (ISO/IEC 8802-3, Clause 14)

IEEE 802.3u 100BASE-TX (ISO/IEC 8802-3, Clause 25)

IEEE 802.3u Autonegotiation on Twisted Pair (ISO/IEC 8802-3,

IEEE 802.3x (Flow Control on the Gigabit Uplink ports)

IEEE 802.3z Gigabit

IEEE 802.1d MAC Bridges (ISO/IEC 10038)

IEEE 802.1p (Prioritizing)

IEEE 802.1Q (VLAN Tagging)

IEEE 802.1D (Spanning Tree Protocol)

IEEE 802.3ad (manual/static)

IEEE 802.3ad (LACP)

IEEE 802.1s

IEEE 802.1w

RFC support

- RFC 1213 (MIB-II); RFC 1493 (Bridge MIB); RFC 2863 (Interfaces Group MIB);

- RFC 2665 (Ethernet MIB); RFC 2737 (Entity MIBv2); RFC 2819 (RMON MIB);

- RFC 1757 (RMON); RFC 1271 (RMON); RFC 1157 (SNMP); RFC 2570 (SNMPv3);

- RFC 2571 (SNMP Frameworks); RFC 2573 (SNMPv3 Applications);

- RFC 2574 (SNMPv3 USM); RFC 2575 (SNMPv3 VACM); RFC 2576 (SNMPv3);

- RFC 2572 (SNMP Message Processing; RFC 791 (IP); RFC 792 (ICMP); RFC 793 (TCP); RFC 783 (TFTP); RFC 826 (ARP); RFC 768 (UDP); RFC 854 (TELNET); RFC951 (Bootp); RFC 2236 (IGMPv2); RFC 1112 (IGMPv1); RFC 1945 (HTTP v1.0); RFC 2138 (RADIUS); RFC 894 (IP over Ethernet); RFC 2674 (Q MIB)

Computerized Telephony Integration (CTI)

1. Computerized Telephony Integration (CTI) is required which should integrate the systems so that as soon as the call is routed to the agent, a screen pop up containing information about the caller is to be presented on agent screen.

2. The system should be a client server based application framework that can be used to automate business applications using data provided by the Madhya Pradesh GOVERNMENT network (ANI, DNIS or Caller Id).

3. The CTI solution should work on third-party call control methods

4. The solution must be based on standard specifications like the Computer Supported Telecommunications Applications (CSTA) protocol.

5. The system should be based on open standard API like TAPI, TSAPI & JTAPI.

6. Application should provide the screen pop capabilities to display caller associated data gathered from profiling capabilities of IVR and/or ACD, on the agent's workstation screen without having to ask the caller for identifying information.

7. When CTI is used to transfer a call, all "data" attached to the call will be transferred with the call. Typically, this data will be IVR data, the calling number and DNIS. Also while a call is being conference with supervisor or other officers, relevant data & screen should be popped up.

8. Screen pop-ups should be multi-colored. CRM components, queries or call priorities should be recognizable by the color of the pop-up.

9. The system must provide linkages amongst screens so that if the agent clicks on a particular field in a screen, the next related screen should be presented and so forth. These could also be the screens of other applications of Madhya Pradesh Government the system shall keep a track of all screen presentations so that the relevance of the call is established & the agents' efficiency can be adjudged.

10. The opening screens must always be presented to the agent, before the call is presented. The next screen, to be presented as per agent's input, should not take more than 1 second to appear. The time required for the screens to change and appear on the desktop of an agent should be specified in your Technical Bid.

11. The CTI screens will have all customer related information and this information may have to be picked up from other application servers or may reside in call centre

database. All customization to seamlessly interface with, capture from & present the fields, from these servers shall be done by the Call Center Operator.

12. The system shall work on the concept of windows, with several windows remaining open simultaneously & accessible easily on agent terminal.

13. Some agents will not have an ACD extension but a DEL will be provided. Such Agents should be able to activate the CTI screen on the click of a mouse and be able to manually feed the Telephone number i.e. the telephone number is a manual feed instead of a CLI feed from the system. All following actions from the system should be the same for an ACD extension agent and a Direct Line Agent.

14. CTI should support a unique call identification tag that will identify the call to all CTI applications and enable to completely track the life of the call & generate comprehensive reports even if it is transferred to other locations.

15. **IVR** :

    (i)   The agent must be able to help the customer navigate through the IVRS. In such case the agent, customer and IVRS are in a conference. The Agent must be able to exit the conference without the customer having to disconnect the call.

    (ii)   The Agent should be able to transfer the call at any menu of the IVRS.

    (iii) IVR digits entered by the caller should be passed to the appropriate agent desktop. It should be possible to manipulate or truncate the digits collected by IVR.

16. System should have 'out-of-the-box' integration capabilities to integrate with other applications based on open ended standards.

17. System should have built-in LAN connectivity.

18. Simultaneous voice and Data transfer should be possible through RS232, V.35 or X.25 type standard interfaces.

19. Agents should be able to enter text based messages or comments after the call has been answered that can follow a transferred call locally across the network. The system should allow for new information regarding customer including alternate numbers, mobile nos. etc to be included in the customer profile by the Agent.

20. The system should support the concept of virtual seating. Agents can log-on from any physical telephone instruments within the system. Agents on the proposed

system will be logically defined, rather than requiring a physical telephone extension and termination.

21. Call events, agent activities and individual notes that an agent may make, about a call, should be logged and stored on the server.

22. It should be possible to provide reminders to various groups of agents based on customer interactions.

23. It should be possible to broadcast messages (voice or text) to all agents or to a group.

24. Applications should be supported with customization capabilities that enable a colour and pattern palette, graphics capabilities, drag-and-drop and resizing of windows and icons.

Customers Relations Management

1. Features of CRM

    a) Customer Service and Care

    b) Contact Management

    c) Customization and integration

    d) Graphical User Presentation

    e) Inbound/Outbound

    f) CTI features

    g) Web enabled

    h) Help Desk Applications

    i) Follow-up data callbacks

    j) Call history

    k) Literature fulfillment

    l) Fax

    m) System and agent monitoring

    n) Data import/export

    o) Order entry and its tracking system

p)   Telemarketing

2. The CRM of call center shall be the front-end application, which shall be tightly integrated with the Billing & Customer Care systems of Madhya Pradesh Government.

3. The application should be able to pick relevant data and/or screens without delay, from these systems.

4. The Call Center Operator would have to estimate the connectivity required to each of these servers for uninterrupted & fast servicing of all requests. Also estimation regarding throughput required based on the rate of data flow within the network shall be done & appropriate equipments provided for.

5. The CRM shall properly handle all means of connectivity & accessibility as described in D1 of Section VI to ensure smooth & prompt call center functioning.

6. **Workflow Management:**

   This will enable Madhya Pradesh Government to specify the actions to do when - depending on certain data contents, user actions eg. a new record has been created, a record field has a particular value, a due date has passed etc.. The system shall forward necessary information to the next step in the defined business process. It shall be possible to create "reminders" automatically.

7. **Information Management** :

   a. The solution to every complaint that is resolved will be updated in the database. The agent will retrieve this with a robust search engine. This will ensure scarce human resources are not used to resolve complains to which a solution already exists in Madhya Pradesh Government's database.

   b. The system must provide a help function that allows the agent to seek help or search data on certain key words to respond to customer queries. This help menu should be available at the touch of a key.

8. **Management of Interaction across all Channels**

   a) Every interaction with the customer, irrespective of the medium used by the customer should form a part of the customer interaction history. All interaction specific to a trouble ticket will have to be threaded to ensure that the response to the customer by the agent is provided after factoring in the previous interactions.

   b) The system should be able to maintain a log of all outgoing and incoming calls, along with the results generated by the call. It should also provide

statistics on all agents that can be used for productivity & performance rating.

c) The system should record the id of the person who captured the complaint.

9. Agent Conversation Management System should provide scripting tools so that users are able to create screens that will prompt agents to follow a script and to react to customers. CRM should be able to automatically pop up the next screen with a new script and prompts. Users should be able to build scripts merely by filling in the blanks and entering text on the screen. Scripts can be created and "locked-in" for a specific campaign. There should be no limit to the number of scripts.

10. If literature is requested, CRM should be able to generate a "picking list" along with a personalized cover letter and label.

9. Storage :

The system should be able to utilize any commercial storage subsystem and media type (optical disc, DVD, tape, WORM) instead of proprietary archiving solutions.

The system should store recordings in a wide range of compressions, all in standard file formats that can be played back from any Windows workstation or streamed over the Internet/Intranet.

The system should have online storage capability at least 10 Terabyte populated RAID five storage with 100 TB expandable for recording and other CM Helpline System/ SAPS Usage.

The system should include an automatic archive/backup function that supports archiving to any device supported by WINDOWS NT/2000, without requiring manual intervention.

10. Quality Monitoring/Agent Performance Evaluation:

The performance evaluation application shall support the following:

a) ODBC compliant database

b) Storage for at least 100,000 evaluations

c) The ability to 'tag' recordings into user defined categories.

11. Customer Profiling

a) CRM should automatically locate and display the incoming caller's information as the call is assigned to the next available agent. This information could be residing in local call centre database or in the other application servers.

b) CRM should provide useful information about a customer's previous contacts. Call History can be recorded for virtually any activity performed by the agent. Also customer profile should be built & updated continuously on the basis of interactions & business transactions.

c) The system should be capable of generating dockets.

d) There should be an internal running serial number for every ticket generated and this should be maintained without resetting the counter.

12. **Outbound Call Automation**

a) The agent should be able to initiate outbound dialing by pressing a function key. The agent should be able to preview the contact information prior to dialing. The call should be launched automatically as per the predetermined time.

b) Agent should be presented with outgoing calls, scheduled according to customer instructions.

c) Calls should be filtered to eliminate no answer, line busy, answering machine and other non-productive calls.

d) Customers should be assigned follow-up dates and times, and the agent should be able to create a queue of customers to be serviced or contacted during the day. Any number of follow-up dates should be managed. This feature should automatically compensate for holidays and weekends based upon custom parameters.

13. CRM should have development & modification options, which are easy-to-use & allow on-the-fly definition of call flow logic.

14. Users should be able to easily convert data from other systems. Likewise users should be able to export information from CRM to other systems.

15. The indicative business flow of various services is in Annexure AI. CRM shall be designed to be flexible enough to cater to frequent changes in the business flow without interrupting the services.

16. Certain fields shall be compulsory to be filled up by the agent before the end of transaction. These shall be definable & modifiable by administrator. Each screen must allow only valid data to be entered. The system must prompt the agent if an invalid data is being entered. Madhya Pradesh GOVERNMENT must be able to define the validation rule for each field on each of the screens, and the treatment for each field in case of an erroneous entry.

17. Marketing Management CRM shall fashion the upselling & cross-selling schemes including identification of opportunity, script-creation, calculation & application of discounts etc.

18. The System should maintain the history of changes done either through batch or through GUI along with the date/time stamp and the user id.

Voice Logging System

11. The voice logger is proposed with at the licenses capacity equivalent to seats i.e. to say all customer interaction can be logged concurrently. The recording shall be initiated by

    a) Trigger by agent or supervisor or administrator.

    b) As defined by business rules.

    c) Telephony Event driven

12. There shall be an intrinsic prioritization among these triggers so as to avoid clashes. Also a complete audio trial shall be maintained including of those logs which could not be initiated due to shortage of resources.

13. The recorded voice shall be indexed. The voice Logger shall have the CTI capabilities. It will automatically track the incoming call and intrude into the call and start the recording. The recording shall go on till the call is disconnected. In the event of call transfer the voice logger shall follow the call and intrude again on the next station and append into the same file.

14. The voice files shall be stored in either MP3 or WAV format

15. The Architecture should be Client/Server, LAN/WAN based

16. Playback :

    The system should support a thin-client, Browser based application, which provides customer interaction data access i.e. playback to users via role-based & password

defined access for agents, supervisors, quality managers, operations managers, sales/marketing personnel, and other relevant users within the organization. No client application shall be required for playback. The playback application must be able to provide playback from any LAN/WAN attached workstation with audio delivery via LAN/WAN or telephone. Compound (multiple keys) queries should be supported for retrieval & playback on the basis of following:

(a)   (i) Date and Time

(ii) Extension

(iii) ANI

(iv) DNIS

(v) Agent ID

(b)   The option must be available to add data fields to the call record. These fields shall then be available as search criteria for call retrieval.

(c)   The user shall be able to playback recorded messages on all Windows platforms outside of the Recording environment, as well.

(d)   The system should support and provide the following playback features:

(i)   Volume control

(ii)   Jump forward and backward

(iii)   Direct access to sections of the recording

(iv)   Call segment tagging and annotation

(v)   Segment looping

17.   The system should support agent side recording.

18.   The application should provide an easy-to-use, graphical user interface for all activities including recording, retrieval, quality monitoring, archiving etc.

INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

The INTEGRATED VOICE RESPONSE SYSTEM shall be in the form of a "Plug-n-Play" PCI/ISA add-on card to a server and the necessary software for implementing the System response logic. The card must be rated for uninterrupted continuous operation.

The Server for the INTEGRATED VOICE RESPONSE SYSTEM shall be branded item and shall conform to the specifications given in Section VIII, Annexure-J with licenced operating systems.

The E1 card shall conform to the specifications given in D/600/JCT-2E1, GCTI/01/01 Dec.96, Amendment 2 dt.21.09.2001 & TEC/GR/I/CTI-01/01/038 Nov.01 dt.08.11.01.

The PSTN Interface Cards shall have TEC interface approval issued by TEC HQ New-Delhi and use R2-MFC mode of dialing as applicable for Indian Telecom Network. The I/C channels shall be used for the customer to land on the system from the ACD and inter act with the system and shall support standard termination of 2 No of 2 Mb PCM links conforming to ITU-T G703 standards. The Call Center Operator shall supply the connecting cables and connectors also.

The system shall provide for announcements in English, Hindi and Marathi. And the announcements shall be in the language selected by a customer choice, which shall be exercised when he lands on the ACD system. All announcements shall be interruptible. The system shall provide for modifying the duration of announcements in small steps.

The user of the system shall be free to abandon a call at any point of time while he is using the system and the INTEGRATED VOICE RESPONSE SYSTEM shall have the intelligence to terminate the process and shall not result in hanging of the system.

The IVRS shall be able to handle simultaneous calls on all the channels, which may be either in calling phase or in conversation phase.

System should support HTML/XML/VXML

The system shall have the feature of dynamically or manually configuring the individual channel as incoming and outgoing channels.

Call Center Operator shall be responsible to ensure consistency, correctness & immediate updation of the information & announcements of IVRS.

IVR system should be designed to provide callers with verbal (or fax) answers to inquiries, without the assistance of agents.

IVR should be able to capture the CLI from the ACD or other switch with which it is connected. Also other customer particulars like choice of language etc. should be captured.

IVR should support TCP/IP connectivity from the system.

IVR shall allow cut-through in at all stages, transfer to operator through a particular digit input at all stages and option to go back to the main menu and parent menu through another digit at all stages of call flow, without resulting in errors or hanging up of call.

Voice Prompts Recording

System should have the capability to record voice prompts at site with editing facility. System should be capable of taking Voice Inputs both from telephone lines and External Audio Appliances. It should be possible to test specific announcements.

On-Line System Maintenance

System must support on-line updating changes/modifications in application. It should be dynamically loaded/assigned without switching off or disturbing the service.

Fax

The IVRS shall include FAX-on-demand applications.

The IVR system must support digitizing for FAX transmission. The system should be able to format the host data and forward to a caller as a fax document.

Voice Messaging

The system should have on-board Voice Messaging System.

It shall be used for recording, storing, playing and distributing phone messages to agents and/ or group.

Voice Mail should provide the customers the choice to leave their request e.g. call back requests in times of long time queuing etc

It should be possible to retrieve & playback voice mail requests at any time from Agent's voice mailboxes or via their desktops.

The system should keep a log of all voice messages, senders, receivers, date & time etc. for reporting purpose.

The system must provide an option to the caller for cancelling/re-recording their message.

The system must be based on open system standards.

It should support 9 hours of recording. The individual message length shall be configurable with initial value being 30 seconds per message.

The access to voice messages should be non-blocking. All agents shall be able to access simultaneously.

System should be able to outcall an agent position on receipt of new messages & notify them immediately or at a predefined time, without intruding.

Server Type A for CTI / IVRS/Application / SMS/EMAIL

Server should have 6*400 GB Hot Plug SCSI/SATA/SAS HDD with RAID 5.

Intel® Xeon 2.53 GHz 6 core processors or higher with 8-MB level 3 cache or 3.20 GHz or

3.60 GHz Quad core processors with 12-MB level 3 cache standard (dual processor capability).

 Processors include support for Hyper-Threading and Extended Memory 64 Technology (EM64T) or higher

Intel® 5520 Chipset

1333-MHz Front Side Bus

6 GB of DDR 3 PC3-10600R standard (expandable to 12GB)

Optional Lights-Out 100 Remote Management Card allows you to manage server remotely

Single PCI-Express, 2 Port Gigabit NIC (embedded)

RAID Controller with Raid 5 capability

Should have two rear USB 2.0 ports

Should be tool-free chassis entry and component access

Integrated ATI Rage XL with, 64MB video standard

Fully redundant hot plug power supply

Server Type B for CRM / Database

Server should have 3*160 GB Hot Plug SCSI/SATA/SAS HDD with RAID 5.

Intel® Xeon 1.60 GHz dual core processors or higher with 2-MB level 2 or 3 cache or 2.40 GHz or 2.66 GHz dual core processors with 2-MB level 2 cache standard (dual processor capability).

 Processors include support for Hyper-Threading and Extended Memory 64 Technology (EM64T) or higher

Intel® 5000P Chipset or higher

1066MHz Front Side Bus

4 GB of DDR standard (expandable to 6 GB)

Optional Lights-Out 100 Remote Management Card allows you to manage server remotely

Single PCI-Express, 2 Port Gigabit NIC (embedded)

RAID Controller with Raid 5 capability

Should have two rear USB 2.0 ports

Should be tool-free chassis entry and component access

Integrated ATI Rage XL with, 16MB video standard

Fully redundant hot plug power supply

Firewall: - Call center IT infrastructure should be equipped with hardware firewall.

Database: - The CRM shall make use of the existing databases of Madhya Pradesh CM Helpline Outbound Center.

Note: - Integration with Existing Call Center System

1.   The Call Center Solution will be provided shall be compatible in pertaining to integrate with existing CM Helpline Call Center System. The CM Helpline is using Ameyo Solution (Drishti).

2.   The CRM will be sync with Data base and Call Management solution.

3.   Presently call center is using Microsoft SQL Server 2005 for database, and if bidder wants to use other database like oracle/MS Access/Sybase etc. then bidder has to migrate the current database with website.

4.   The bidder may visit and understand the existing technology/ Scenario of CM Helpline Call Center with SAPS approval in written.

Call Center Executives and Supervisor

The bidder will provide adequate call center executives who shall be trained for manning the 200 Seats. Training the executives in understanding the nature of calls received will be the bidders responsibility, however, SAPS will assist in providing support from the Departments in developing an understanding.

Power Supply and Diesel Power Generating Set (DG Set)

The bidder will be required to provide adequate Uninterrupted Power Supply (UPS) with redundancies, sufficient number of batteries to cater to power outage and DG Set for running the electrical load of the facility. The bidder is advised to make its own assessment of the power availability in Bhopal.

Interior, False Roofing, Flooring, Lighting Fixtures, Furniture, Cabling and Desktops:

Premises/Location (Preferably Century-21 Mall, Hoshangabad Road, Bhopal) will be decided by SAPS in consultation with the successful bidder. The bidder will get the monthly rent approved by SAPS and pay the monthly rent accordingly. This rent will be reimbursed by SAPS as per actuals. The bidder will provide 55 square feet of space for each call center executive and matching larger space for the supervisor. The bidder will also provide the following:

a.   Furniture for the call center executive/supervisor

b. Desktop computers for the seats

c. Air Conditioning in the work space and HVAC for the server room

d. Electric fixture and cabling

e. Data cabling

f. False roofing and vinyl flooring

g. Canteen for the Call Center Executive

h. Renovate the WC to meet the modern standards

i. Will use ISI and Energy Star compliant equipment.

j. Fire extinguishers

k. Adequate safety devices necessary for such Call Centre.