

INSPECTOR GENERAL OF REGISTRATION & CONTROLLER OF STAMPS
Ground Floor, Opp. Council Hall,
New Administrative Building, Pune 411001, Maharashtra

Clarification & Corrigendum No. I

Tender Number: IGR/D3/eTender/CCManpowerAgency/2017

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

Date: 29th Sep 2017

1. CLARIFICATIONS TO THE PRE-BID QUERIES

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
1.	10	5.1 Working hours of Call Centre	Call center agency should also ensure that the minimum number of holidays as per the labour laws are complied.	10 holidays usually being allowed in a calendar year, hence only 4 holidays which have been mentioned in RFP needs to be revised to 10 holidays basis mutual agreement between both parties	Tender specification remains unchanged
2.	18	7. Management of Call Centre Staff: Management of HR related functions of Call Centre staff like	Leave management:	Provision of Maternity & Paternity leaves should be mentioned as per labour law. Leave management of all staffs should be in line with labour law.	Tender specification remains unchanged
3.	21	6.5. Separation and deployment of new staff member	1. If any staff member is unable to pass the examination during induction training, purchaser may reject the candidate. No further appeal in this regard shall be entertained.	Re-certification should be considered for new staff member	Please refer page 11 & 21 of the RFP for further details for training.
4.	22	7. Project Implementation	Complete Staff includes all the manpower which vendor intends to deploy for Department's call center. This should also include	2 CCOs & 1 SA in each shift are mentioned as buffer. However if we have to deploy these many manpower then we required to include 25% (13% for WO+12 for PLs)) more buffer as	Tender specification remains unchanged

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
			buffer staff member. At least 20 CCOs (8 CCO in 2 shifts each with 2 buffer) and 4 System Analysts (1 system analyst in 2 shifts each and 2 buffer) has to be deployed by the vendor.	per industry standard to manage WOs, Leaves, etc. Hence overall required manpower should be 24 CCOs & 6 SAs and not as 20 CCOs and 4 SAs.	
5.	23	3. Minimum deployment period of staff member	Minimum deployment period of staff member is 6 months or contract period whichever is lesser.	Minimum deployment period of staff member should be 3 months.	Tender specification remains unchanged
6.	25	8. SERVICE LEVEL AGREEMENTS (SLA) 8	Unattended calls	Calls unattended with less than 10 second queue duration should not be considered for unattended calls.	Tender specification remains unchanged
7.	74	Annexure I: Model Code of Conduct	No eatables (except Tea/Coffee) are allowed inside call center premises. All the staff members should take breakfast/lunch/snacks/dinner outside the premises of call centre.	To adhere the code of conduct, IGR department (purchaser) should allocate space for pantry	Tender specification remains unchanged
8.	N/A	N/A	N/A	Minimum Salary should be defined by department in RFP for all bidders to have same understanding	Please refer the corrigendum for the revised clause (Annexure K)
9.		Section 4.2, Page 10	This RFP intends to select a manpower agency which will provide operators to the Department's call center as per the scope of work.	Our understanding is that it is purely a hosted model and there is no technology requirement from vendor end. Please confirm.	The clause is self-explanatory. Tender specification remains unchanged.
10.		General		Our understanding is that all technology infra and site support will be provided by the Purchaser. Please confirm.	The clause is self-explanatory. Tender specification remains unchanged.
11.		5.3/11	Training	How many days of training will be provided? Also, training details for back fail in attrition, please provide clarity	The query is not clear. Please refer page 11 & 21 for further details for training.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
12.		Page no.13	Point 11.	The organization follows the minimum wages act and the statutory laws & the associated amendments. The benefits are accordingly shared with the employees wherever applicable. However the salary structure may differ based on the organizations prevailing salary break-up. Will that be a concern?	Clarification: No, the bidder need to quote the additional value (over and above the value given in Annexure K) in their commercial quote
13.	21	6.6	Bidder shall be required to supply, install and maintain Biometric attendance system. Bio-metric Attendance system has to be purchased in the name of purchaser only	We understand that the commercials for the same additionally will be directly paid by the Purchaser? As there is no separate line item specified in the Commercial format to provision for the same.	Please refer the corrigendum for the revised clause (Biometric Attendance System)
14.		8.2/23	Penalty	If a particular agent /employee comes 30 mins late however covers the minimum number of working hours as per his timings. Will there be penalty still applicable on late coming	Tender specification remains unchanged
15.	11	5.4	Purchaser responsibilities	We understand as per the details mentioned in this section all the technology and premise along with facilities required for operations of call center will be provided by Purchaser, bidder needs to provide only manpower and biometric attendance system, please clarify if our understanding is correct?	Please refer the corrigendum for the revised clause (Biometric Attendance System)
16.	N/A	N/A	N/A	IGR Department should allocate a SPOC to contact for any vendor related queries.	Tender specification remains unchanged
17.	31	9.19	Address for Bid Submission and Correspondence	We understand Bid has to be submitted online however since this point mention address for bid submission do we need to also submit the Hard Copy, please clarify?	Clarification: Hard copy submission is not required
18.		Page no. 48	Call Centre Operator- Skills	Call Centre Operator requirement mentions typing speed as 20 wpm. Is this a mandatory requirement?	The clause is self-explanatory. Tender specification remains unchanged.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
19.	61	TQ_6	Self-Evaluation Sheet- Criteria Value Column	We understand in this column we need to give self-evaluation marks, and in the last column marks the purchaser will provide the values	Please refer the corrigendum for the revised clause (TQ_6: Self-Evaluation Sheet)
20.				Request to allow the joint venture	Tender specification remains unchanged
21.				Request to allow Private company experience of 3 Cr.	Tender specification remains unchanged
22.				In Commercial Bid: Annexure K, field 13: Is bidder's profit needs to be mentioned in this field?	The clause is self-explanatory. Tender specification remains unchanged.
23.				Call center agency should also ensure that the minimum number of holidays as per the labour laws are complied.	Tender specification remains unchanged
24.				Eligibility Criteria: Reduce CCO strength to 46	Tender specification remains unchanged
25.				ERP/CRM/Call Centre application details have not been mentioned	Please refer the corrigendum for the revised clause (Newly added: Call Center Solution)
26.	10			Number of seats on increased count should be further decreased and not the minimum number of required seats, as it might reduce the overall budgeted stats by vendor and will not be in its interest at all.	Clarification: For the contract period, the minimum number of seats as mentioned in the RFP, will not be decreased.
27.	22			Project implementation timelines to be changed as : T+ 25 for hiring , T+45 for Training	Tender specification remains unchanged
28.	21	3	Served the department for at least 6 months	Served the department for at least 3 months	Repeated, same as 5 in this table

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
29.	49	CCS Criteria		Any Post Graduate Management Program should be considered for the post of Call Center Supervisor	Please refer the corrigendum for the revised clause (Educational Qualification)
30.	10			Successful bidder has to maintain total occupancy of seats for all the time during contract period.	Tender specification remains unchanged
31.				Department's SPOC details have not been mentioned in the tender document	Tender specification remains unchanged
32.	35	8	Bidder should have minimum experience of 5 years of supplying manpower or operating call center in Public Sector Companies, Public Sector Banks, Central/ State Government Departments, Private Companies/ Corporation	Bidder should have minimum experience of 3 years of supplying manpower or operating call center in Public Sector Companies, Public Sector Banks, Central/ State Government Departments, Private Companies/ Corporation	Tender specification remains unchanged
33.	35	9	Bidder should have supplied call center manpower/ operated call center of total work order value of minimum Rs. 3 Cr in last 5 financial years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments	Bidder should have supplied call center manpower/ operated call center of total work order value of minimum Rs. 1 Cr in last 5 financial years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments	Tender specification remains unchanged
34.	35	9		We don't have experience in Government Call Centre, would that be considered for qualification?	Tender specification remains unchanged
35.	37	10.5		What if min wages would increase in the tenure?	Please refer clause 5.6, 11)
36.	10	5.1.		Increase the total resources requirement to 23, 5 for CCO & CCA respectively, and add "including Reliever" in the bid	Tender specification remains unchanged

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
37.	11	5.4	Purchaser responsibilities	We understand as per the details mentioned in this section all the technology and premise along with facilities required for operations of call center will be provided by Purchaser, bidder needs to provide only manpower and biometric attendance system, please clarify if our understanding is correct?	Please refer the corrigendum for the revised clause (Biometric Attendance System)
38.	36	10.2		Point 6, What needs to be presented in the Solution Presentation	Clarification: This will be communicated at the time of invitation for presentation.
39.	61	TQ_6		What is the difference between Criteria Value Vs Marks? Which column should be filled in by the bidders?	Repeated, same as 19 in this table
40.	32	9.19		Why Address for bid submission has been mentioned? Is it require to submit any hardcopy of proposal, any doc etc.?	Repeated, same as 17 in this table
41.				Is it require to stamp & Sign each page? Is it ok that the authority having the digital signature is to be signing authority for proposal?	Clarification: Yes. It is required to stamp and sign each page.
42.				ERP/CRM/Call Centre application details have not been mentioned	Please refer the corrigendum for the revised clause (Newly added: Call Center Solution)
43.	21	6.6.		If biometric system has to be provided by us then please include the same in commercial bid	Please refer the corrigendum for the revised clause (Biometric Attendance System)
44.				When would the billing cycle start, at T/Just after deployment/After completion of training	The clause is self-explanatory. Tender specification remains unchanged.
45.	13	11		Our salary structure is different, would that be a concern?	Tender specification remains unchanged

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
46.	19	12		What is the basis of calculation of the required manpower, Because if there are more calls than estimated, then Calls might drop which results in penalty	Tender specification remains unchanged
47.				Online payment Gateway transfer is not allowed through the IDBI bank, Can you please consider NEFT.RTGS/DD and account details	Please refer the e-tendering website for detailed instructions
48.	48	3		Skills: How are you going to check evaluate?	The clause is self-explanatory. Tender specification remains unchanged.
49.		Pre - Qualifying criteria 10.1 clause 3	Bidder should have been in operation for at least 5 years as on 31.06.2017	<p>Our's is a Private Limited Company ; " SAISUN OUTSOURCING SERVICES Pvt Ltd " established on 25th March '2014 after the business transfer agreement of SAISUN Proprietorship firm established in 2006 into SAISUN OUTSOURCING Pvt ltd.</p> <p>Since the Proprietorship business has been transferred to Pvt Ltd Company, our query is whether our business credentials will be considered valid for fulfilling Clause 3 of your RFP , for qualification of Company operating for at-least 5 years as on 30.06.2017.</p> <p>We have all the necessary documents relating to the Business Transfer.</p> <ol style="list-style-type: none"> 1. Business Transfer Deed 2. Certificate of Incorporation 3. Memorandum of Association 4. Other Company Related documents <p>Please confirm if we are eligible as per Clause no. 3 under Qualifying Criteria.</p>	Tender specification remains unchanged

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
50.	10	4.2 Call Center Objective	Provide service tracking information and grievance handling	The application / tool will be provided by department for service tracking & grievances handling or application needs to be developed by vendor? If yes what about the commercial proposal of application development & maintenance	No
51.	10	5.1 Working hours of Call Centre	Call center agency should also ensure that the minimum number of holidays as per the labour laws are complied.	10 holidays usually being allowed in a calendar year, hence only 4 holidays which have been mentioned in RFP needs to be revised to 10 holidays basis mutual agreement between both parties	Repeated, same as 1 in this table
52.		Page no.19	Leave clarification	15 days of leave is permitted. Can we allocate more leaves based on prevailing organization standard? Also, can we allocate more Public holidays beyond the mandatory holiday mentioned as- 26th January, 1st May, 15th August & 2nd October	Tender specification remains unchanged
53.	10	5.1 Working hours of Call Centre	Call Centre shall run in two shifts	To avoid shifts overlapping and to maintain the calls answering ratio properly, three shifts should be introduced. Morning 7 AM to 2 PM, 10 AM to 6 PM, 2 PM to 9 PM	Tender specification remains unchanged
54.	10	5.2 Number of seats in Call Centre	Number of seats may also be decreased by the Purchaser after giving one month of notice period.	Number of seats on increased count should be further decreased and not the minimum number of required seats, as it might reduce the overall budgeted stats by vendor and will not be in its interest at all.	Repeated, same as 26 in this table
55.	18	7. Management of Call Centre Staff: Management of HR related functions of Call Centre staff like	Leave management:	Provision of Maternity & Paternity leaves should be mentioned as per labour law. Leave management of all staffs should be in line with labour law.	Repeated, same as 2 in this table
56.	N/A	N/A	N/A	Purchaser should reimburse the bills / amount for any training, department related travel included out of IGR call center premises	Understanding is correct

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
57.	19	12. Reporting parameters:	Apart from the above, Call Centre Supervisor shall have quota of 15 day leaves (In the contract of 1 year as defined in the RFP) which he/she can avail as per his/her own choice. In case of extension in contract, same quota of leaves shall again be given accordingly.	Supervisor should have minimum 24 leaves as it varies from company to company	Tender specification remains unchanged
58.	21	6.5. Separation and deployment of new staff member	1. If any staff member is unable to pass the examination during induction training, purchaser may reject the candidate. No further appeal in this regard shall be entertained.	Re-certification should be considered for new staff member	Repeated, same as 3 in this table
59.	22	7. Project Implementation	Deployment of Complete staff* in the call center along with Biometric Attendance system = T+14 Days. Deployment of Complete staff* in the call center along with Biometric Attendance system = T+28 Days	It should be T+25 Days & T+ 45 Days as the overall recruitment procedure takes standard 45 days of timing to complete the hiring & onboarding procedure	The clause is self-explanatory. Tender specification remains unchanged.
60.	22	7. Project Implementation	Complete Staff includes all the manpower which vendor intends to deploy for Department's call center. This should also include buffer staff member. At least 20 CCOs (8 CCO in 2 shifts each with 2 buffer) and 4 System Analysts (1 system analyst in 2 shifts each and 2 buffer) has to be deployed by the vendor.	2 CCOs & 1 SA in each shift are mentioned as buffer. However if we have to deploy these many manpower then we required to include 25% (13% for WO+12 for PLs)) more buffer as per industry standard to manage WOs, Leaves, etc... Hence overall required manpower should be 24 CCOs & 6 SAs and not as 20 CCOs and 4 SAs.	Repeated, same as 4 in this table
61.	23	3. Minimum deployment period of staff member	Minimum deployment period of staff member is 6 months or contract period whichever is lesser.	Minimum deployment period of staff member should be 3 months.	Repeated, same as 5 in this table

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
62.	25	8. SERVICE LEVEL AGREEMENTS (SLA) 8	Unattended calls	Calls unattended with less than 10 second queue duration should not be considered for unattended calls.	Repeated, same as 6 in this table
63.	49	13.1. Annexure A: Eligibility Criteria	MBA or PGDM (Preferably in Operations/IT/ Systems)	Any Management Post Graduate program should be considered with UGC/AICTE approved	Please refer the corrigendum for the revised clause (Educational Qualification)
64.		8.2/24	Punctuality	As we understand, penalty is there on punctuality please provide more clarity on the billing. How will the billing be calculated	The clause is self-explanatory. Tender specification remains unchanged.
65.	74	Annexure I: Model Code of Conduct	No eatables (except Tea/Coffee) are allowed inside call center premises. All the staff members should take breakfast/lunch/snacks/dinner outside the premises of call center.	To adhere the code of conduct, IGR department (purchaser) should allocate space for pantry	Repeated, same as 7 in this table
66.	N/A	N/A	N/A	Call center staff members deployed to any other task apart from call center activities should be considered for seat utilization and SLAs calculations accordingly.	Tender specification remains unchanged.
67.	N/A	N/A	N/A	Purchaser should reimburse the bills / amount for any training, department related travel included out of IGR call center premises	Repeated, same as 56 in this table
68.	10	5.1 Working hours of Call Centre	Call Centre shall run in two shifts	To avoid shifts overlapping and to maintain the calls answering ratio properly, three shifts should be introduced. Morning 7 AM to 2 PM, 10 AM to 6 PM, 2 PM to 9 PM	Repeated, same as 53 in this table
69.	N/A	N/A	N/A	Call center staff members deployed to any other task apart from call center activities should be considered for seat utilization and SLAs calculations accordingly.	Repeated, same as 66 in this table
70.	N/A	N/A	N/A	IGR Department should allocate a SPOC to contact for any vendor related queries.	Repeated, same as 16 in this table

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
71.	34	10.1 Prequalification criteria S No 2	Bidder should have strength of at least 200 Call Centre Operators on its payroll & at least 50 of the total operators fluent in speaking English, Hindi & Marathi (Regional language of Maharashtra) at the time of bid submission	Strength of at least 40 call center operators on pay roll	Tender specification remains unchanged
72.	35	10.1 Prequalification criteria S No 8	Bidder should have minimum experience of 5 years of supplying manpower or operating call center in Public Sector Companies, Public Sector Banks, Central/ State Government Departments, Private Companies/ Corporation	Minimum 3 years' experience of supplying manpower or operating call centers	Tender specification remains unchanged
73.	19	12. Reporting parameters:	Apart from the above, Call Centre Supervisor shall have quota of 15 day leaves (In the contract of 1 year as defined in the RFP) which he/she can avail as per his/her own choice. In case of extension in contract, same quota of leaves shall again be given accordingly.	Supervisor should have minimum 21 leaves as it varies from company to company	Repeated, same as 57 in this table
74.	35	10.1 Prequalification criteria S No 9	Bidder should have supplied call center manpower/ operated call center of total work order value of minimum Rs. 3 Cr in last 5 financial years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments	Work order value of minimum Rs. 1 Cr in last 5 financial years in Public Sector Companies, Public Sector Banks, Central/ State Government Departments	Tender specification remains unchanged
75.				We provide call center services to international client; most of our clientele is based out of US. Though this would be our first venture, we	Tender specification remains unchanged

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

#	Page No.	RFP Section	Content of the RFP requiring clarification	Clarification Sought	Clarification Provided
				cherish to assist Indian Government on similar projects, we have experience in Digitization for Government sector.	
76.				There seems to be a criteria for 200+ seats, and would like to request you to if this could be waved off.	Tender specification remains unchanged
77.				Request you to look at the minimum turnover criteria if could be threshold to 3 Cr.	Tender specification remains unchanged

2. CORRIGENDUM

With reference to various issues raised by prospective bidders, Department is making following changes in the tender document,

1. Section: 2 Schedule (Page 06)

Existing Clause (Partial)

#	Events	Date/Place/Time
8.	Last Date, Time and Place for submission of Bids	06 th October 2017, till 02:00 pm through eTendering portal
10.	Date, Time and Place of opening of the Pre-qualification Proposals	07 th October 2017 at 03:00 pm through eTendering portal Office of the Inspector General of Registration & Controller of Stamps, M.S., Pune, New Administrative Building, Ground Floor, Opp. Council Hall, Pune-411 001.

Revised Clause

#	Events	Date/Place/Time
8.	Last Date, Time and Place for submission of Bids	09 th October 2017, till 02:00 pm through eTendering portal

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

10.	Date, Time and Place of opening of the Pre-qualification Proposals	10 th October 2017 at 03:00 pm through eTendering portal Office of the Inspector General of Registration & Controller of Stamps, M.S., Pune, New Administrative Building, Ground Floor, Opp. Council Hall, Pune-411 001.
------------	--	---

2. Section: 6.6 Bio-metric Attendance System (Page 21)

Existing Clause

Bidder shall be required to supply, install and maintain Biometric attendance system. This system shall be used for recording attendance of all the staff members of call centre. This system may also be used for recording attendance of other vendors working with the IGR Office or as specified by the purchaser.

Bio-metric Attendance system has to be purchased in the name of purchaser only. Once system supplied and installed at Call Centre, it shall become property of purchaser.

Revised Clause

This clause has been removed from the scope of work.

3. Section: 7 Project Implementation (Page 22)

Existing Clause

The below mentioned table delineates the various project activities and the associated timelines in DAYS from the project start date (i.e. date of award of contract).

#	Activity	Duration	Timeline
1	Project Start (Award of Contract) i.e. Date of issue of work order by the Purchaser	-	T
2	Deployment of Complete staff* in the call centre along with Biometric Attendance system	14 Days	T + 14 Days
3	Induction Training of staff	15 Days	T + 28 Days

** Complete Staff includes all the manpower which vendor intends to deploy for Department's call centre. This should also include buffer staff member. At least 20 CCOs (8 CCO in 2 shifts each with 2 buffer) and 4 System Analysts (1 system analyst in 2 shifts each and 2 buffer) has to be deployed by the vendor.*

Revised Clause

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

The below mentioned table delineates the various project activities and the associated timelines in DAYS from the project start date (i.e. date of award of contract).

#	Activity	Duration	Timeline
1	Project Start (Award of Contract) i.e. Date of issue of work order by the Purchaser	-	T
2	Deployment of Complete staff* in the call centre	14 Days	T + 14 Days
3	Induction Training of staff	15 Days	T + 28 Days

* Complete Staff includes all the manpower which vendor intends to deploy for Department's call centre. This should also include buffer staff member. At least 20 CCOs (8 CCO in 2 shifts each with 2 buffer) and 4 System Analysts (1 system analyst in 2 shifts each and 2 buffer) has to be deployed by the vendor.

4. Section: 8.2 SLA definition, measurement and monitoring (Page 23)

Existing Clause (Partial)

#	Activity	Penalty
1.	Deployment of staff for the first time	Complete* staff as per specified number of seats in this tender document along with Bio-metric system needs to be deployed within 21 days from the date of issue of work order. Per day delay in deployment of any staff member shall attract a penalty of 0.5 % per staff member per day of first month payment to vendor. Maximum penalty shall be up to 20% of total first monthly payment. If penalty due to this increases above 20%, purchaser reserves the right to cancel the PO and forfeits Performance guarantee.

Revised Clause (Partial)

#	Activity	Penalty
1.	Deployment of staff for the first time	Complete* staff as per specified number of seats in this tender document, needs to be deployed within 21 days from the date of issue of work order. Per day delay in deployment of any staff member shall attract a penalty of 0.5 % per staff member per day of first month payment to vendor. Maximum penalty shall be up to 20% of total first monthly payment. If penalty due to this increases above 20%, purchaser reserves the right to cancel the PO and forfeits Performance guarantee.

5. Section: 13.1 Annexure A: Eligibility (Page 49)

Existing Clause (Partial): Education Qualification

Call Centre Supervisor		
#	Criteria	Specifications / Requirement
1.	Education Qualification	MBA or PGDM (Preferably in Operations/IT/ Systems)

Revised Clause (Partial): Education Qualification

Call Centre Supervisor		
#	Criteria	Specifications / Requirement
1.	Education Qualification	MBA or PGDM (Preferably in Operations/IT/ Systems) from UGC/AICTE affiliated University

6. Annexure D: Technical Bid Document Format

Revised: TQ_6: Self-Evaluation Sheet

#	Criteria	Score Calculation Grid	Maximum Marks	Supporting document	Marks
1	Average Annual Turnover (T) of FY 2014-15, 2015-16 and 2016-17	5 Cr<T<10 Cr = 12 marks 10 Cr<T<30 Cr = 15 marks 30 Cr<T = 20 marks	20	In case the supporting document is already submitted as part of PQ, give reference of that document number. Kindly do not re-attach the same document	
2	Call Centre Operators Strength (OS) (Full-time on payrolls of bidder) as on 31st July 2017	200<OS<500 = 12 marks 500<OS<1000 = 15 marks 1000<OS = 20 marks	20	In case the supporting document is already submitted as part of PQ, give reference of that document number. Kindly do not re-attach the same document	

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

3	Out of the total Call Centre Operators Strength the number of Call centre employees qualified (LQ) (Speaking, Reading, & Writing) in English, Hindi, Marathi language	50<LQ<100 = 8 marks 100<LQ<150 = 12 marks 150<LQ<200 = 15 marks	15	In case the supporting document is already submitted as part of PQ, give reference of that document number. Kindly do not re-attach the same document	
4	Experience in years, Y in supplying manpower or operating call centre in Public Sector Companies, Public Sector Banks, Central/ State Government Departments, Private Companies/ Corporation	5 Yrs<Y<7 yrs = 10 marks 7 Yrs<Y<10 yrs = 15 marks 10 Yrs<Y = 20 marks	20	In case the supporting document is already submitted as part of PQ, give reference of that document number. Kindly do not re-attach the same document	
5	Total work order value, V for supplying call centre manpower or operating call centre till date with Public Sector Companies, Public Sector Banks, Central/ State Government Departments	3 Cr<V<5 Cr = 8 marks 5 Cr<V<10 Cr = 12 marks 10 Cr<V = 15 marks	15	In case the supporting document is already submitted as part of PQ, give reference of that document number. Kindly do not re-attach the same document	
6	Solution Presentation to TEC & IGR	Scores for each qualifying bidder to be awarded by TEC & IGR	10	-	Not Applicable
Total					

7. Corrigendum:

Existing Clause: Annexure K: Minimum Salary of Staff Member

Salary Components of Staff Members		Amount		
S.N	Pay Component	Call Centre Supervisor	Call Centre Operator	System Analyst
1	Basic			
2	Special Allowance			
	Sub Total-A			
3	HRA_% of Sub Total-A			
4	Provident Fund_% on Rs.____			
5	ESI-% on (Sub-Total A + HRA)			
6	Bonus			
7	Leave with wages			
8	Paid Holiday			
9	Labour welfare fund			
10	Sub Total-B			
11	Applicable Taxes			
12	Total Salary to Staff			
	Additional Cost			
13	Cost for maintaining buffer per seat			
14	Applicable Taxes			
15	Cost to Vendor due to salary			

**The vendor shall fill up the details as per the existing Government rules and regulations. All the information must be in accordance to the minimum wages act.*

Revised Clause: Annexure K: Minimum Salary of Staff Member

(Note: ‘Salary Components of Staff Members’ table is no longer part of the RFP/ Commercial Bid Format)

For Minimum Rates of Basic Wages (in Indian Rupees), refer <http://labour.gov.in/gazette-notification> --> Revision of minimum rates of wages in the Central Sphere - Final Notification (page 18- CLERICAL WORKERS)

8. NEW ADDITION: Annexure-L: Key Functionalities of Existing Call Centre Solution

1. Interactive Voice Response System (IVRS)

The Call Centre Solution supports IVRS, which acts as front-end for all incoming calls and process them in accordance with a pre-configured call-flow.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

S. No.	IVRS - Functionalities
1	When a call lands on the Call Centre system, the caller is greeted with a pre-recorded welcome note.
2	It is able to support English, Hindi and Marathi language.
3	There is an option available to the caller to opt for talking to agent by pressing pre-defined digit any time during the IVRS announcements
4	It is able to identify a caller (new - with phone number and existing caller with name and phone number) using CLI(Caller Line Identification),/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence)
5	It is able to identify the caller through CLI and pass on relevant information to the screen pop up at agent's desktop by seamless integrating with the Automatic Call Distribution/Computer telephony integration. For new caller, the screen pop up's at agent's desktop with only its mobile/phone number. For existing caller (present in CCC database), the screen pop up's at agent's desktop with name and mobile/phone number. For the existing caller, the agent can greet him with his name.
6	It ensures routing accuracy. It allows transfer to agent anytime during the Interactive Voice Response System announcement.
7	It is able to retrieve agent availability from Automatic Call Distribution and announce to the caller the expected wait time to talk to an available agent.
8	It supports audio-text for playback of music, regulations, procedures, social messages (to be decided by Purchaser during Customization) as per the IVR Call Flow & Call Tree.
9	The caller can be given the option to wait in the queue
10	It includes Automatic Speech Recognition (ASR) facility and is able to recognize both Indian English and Hindi Languages
11	It also include Text to Speech (TTS) facility and is able to include audio generation for both Indian English and Hindi Languages.
12	IVRS, ASR and TTS support at least MRCP protocol version 1.0 (based on RTSP/ SIP)
13	All the IVRS ports are speech recognition enabled from day one.
14	It has ability to add multiple marketing messages on the IVR system
15	It allows users to schedule different marketing messages in specific dates and for a specific period.
16	There are adequate number of IVR ports to ensure that all calls meant for CCC are able to reach there.

2. Automatic Call Distribution (ACD)

ACD distributes incoming calls to Call Centre Operators as they are received. It is closely integrated with the IVR.

S. No.	ACD – Functionality
1	ACD is able to provide the capability of combining data with IVRS menu system that can be intelligently route calls requesting further assistance.
2	It is able to put caller on hold if no agent is available and keeping caller informed about the status of the call. Also supports relying messages during the hold period.
3	It can handle high volumes of calls efficiently.
4	It follows call routing to the agents with Random Selection-Routing to the agents with first agent picks the call; it will be closed for the other agents.
5	It allows CCOs to be members of multiple ACD groups. Each CCO has unique identification.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

6	It is able to transfer call to another agent with call data attached.
7	It provides skill based routing of the calls to the agents based on the skills.

3. Customer Relationship Management Application (CRM)

S. No.	CRM Functionality
1	It is integrated with IVR and ACD. It is able to integrate with email server and SMS server.
2	It is Rules-based – allowing the application to be modified to meet the changing needs.
3	It is secured with single sign-on facility. The application is configured to allow CCOs to login into all other applications automatically without re-entering username/password into these applications.
4	It provides a 360 Degree view of caller information to make CCC user more informative about caller service request status, caller contact information.
5	It allows agent to capture the basic information for informational services including but not limited to:- a) Name b) Sex c) Phone/mobile number d) Address e) Reason for contact f) Query details g) Date h) Document Number
6	It is integrated with CCC database which will store the caller's information.
7	CRM able to seamlessly integrate with FAQ question bank developed by the Department in the form of website. It also provides a search facility to the CCO to search query in the maintained FAQs.
8	CRM provides access to update the FAQs periodically.
9	It is able to support to record all new queries asked by callers.
10	Customer Relationship Management is able to generate a Unique Service request Number that shall be provided to the caller. This Unique Service request should be so designed to ensure its uniqueness across the complete solution.
11	When a new complaint record is created, an e-Mail/SMS can be automatically sent to the caller confirming that a new complaint record has been created with a unique service request number, name of the caller and complaint name with complaint status.
12	CRM supports SMS/email facility on the change in the status (open, pending, closed etc.) of the complaint of the caller. A SMS can be sent to the caller with the service request no, name of the caller, complaint name with complaint status.
13	The CCO has facility to mark calls as call back on a certain date & time etc. with his specific remarks in detail in CRM. System is able to inform the CCO (who is free for follow-up) for call back on reminder date and time.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

14	It is able to allow the system to provide the status of the complaint to the caller through voice and/or SMS (in response to customer's SMS)
15	When new complaint records are created, they can be automatically assigned to the appropriate person using predefined assignment rules. When complaints are assigned to someone, this person can be automatically notified of the case via e-mail.
16	CRM supports workflow engine which will help in implementation of Grievance Redressal Management. Based on workflow, complains/grievances can be automatically assigned to a work queue (using predefined assignment rules)
17	CRM is able to automatically notify via email about the escalated complaint record to all of the people who comes under escalation rules.
18	CRM supports the escalation rules applies for non-closure of complaint within a certain period of time
19	It also supports case escalation rules; which can be defined; that will control the automatic escalation of a complaint when specified conditions are met
20	It supports a configurable complaint "status" data field which is used to track the status of each complaint (e.g., new, escalated, on-hold, closed, etc.)
21	CRM supports a complaint record which is created or updated, a history record (of the change) is automatically created and associated with the complaint
22	It allows CCO to close the complaint by changing the status of service request to "Closed". System is able to automatically send an email/SMS to caller and email to the concerned department about the closure of the complaint.
23	When CCO makes the call to inform caller about the complaint status, all the caller details will be available on his screen like Caller name, service request no, status, query, date & time of query etc. in CRM.
24	It allows search feature to search the complaint by its service request number, name of caller, mobile/phone number.
25	CRM supports mass email/SMS facility that can be used to send out responses to many people encountering the same problem.
26	It supports for "call back" option in the event of long call waiting.
27	It is able to define automatic routing and escalation (routing to a supervisor) of a work item as a result of a trigger activating.
28	It has ability for screen customization to reflect CCO preferences or specific service requirements. CCO is able to select the categories they want on their personal screen(s) – such as task and service information – as well as filters to be used – such as “show all service requests”, "overdue service request" “just open service requests,” and “just service requests submitted in the last 7 days.”
29	It supports the document management which will send the documentation to the caller in the form of existing Government documents, email, circular, GR, notification, custom letters etc.
30	It supports Alert mechanism. Whether the alerts are posted through an e-mail or SMS system, shown as a pop-up window or created and routed as a special work item.
31	It supports the audit trail of the alerts that are triggered along the process.
32	It provides comprehensive tracking of caller interaction and CCO activities.
33	The application is configured to support more than one active session for a call centre user so as to support more than one concurrent caller at a given time during escalation.
34	It supports the workforce management. It is able to forecast the volumes of staff requirements by using such service standards as the grade of service, average waiting times and the average time needed to handle each customer contact, including wrap activities.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

35	System is able to have an authentication mechanism before grievance status details are shared with the caller.
36	Unique user id and password is provided to the designated officers of Purchaser.
37	Content management (FAQ question bank) is integrated with CRM and maintain call centre procedures.
38	CRM system supports auxiliary codes to enable CCO to indicate their current mode of operation (i.e. Available/Unavailable/Wrapping Up/At Lunch, etc..) and the same is being reflected in the reporting tool.
39	CCO is able to access FAQ website via same desktop from which it is logging call for informational services.
40	All logged tickets/calls follow the escalation mechanism defined in the standard operating procedure
41	System databases is being used to manage caller account and other information, which will be used to collect, track, and report caller service /requests and service delivery.

4. Computer Telephony Integration (CTI) The Solution is Computer Telephony Integration software/module.

S. No.	Computer Telephony Integration (CTI)- Functionality
1	It able to link ACD, IVR, call recording etc. to information held on a CRM database about the inbound caller.
2	It is able to support the following information messages and options that are relayed to voice callers while they are waiting in queues or put on hold by the CCO, including but not limited to: Marketing messages, Music and Specific message after configurable time (i.e. Voice Mail)
3	It is able to transfer relevant information about the individual caller and the IVR dialog from the IVR to the agent desktop using a screen pop based on CLI(Caller Line Identification)/ANI (Automatic Number Integration)/DNIS (Dialed Number identification sequence) when caller got connected.
4	It is integrated with CRM and other communication media (phone/email/SMS) to send/receive data which needs to be populated on CCO screen and must also update the IVRS usage details into the CRM as the caller traverses through the IVRS and reaches the agent.
5	CTI is able to perform following functions including but not limited to:- a) It indicates that the call has entered the setup phase. b) Call is considered as delivered when the call starts ringing c) Call establishes when call is answered. d) Call is cleared when the voice connection is terminated. e) Call is completely ended when the logical call appearance (including call data) is complete. f) Under call transitions, call can be moved from the active to held state or the call is removed from hold. g) Call can be transferred to another CCO

5. Call Recording Solution

The solution allows 100% automated call recording (Voice recording only) for quality control and customer services purpose.

RFP for Selecting Manpower Agency for Call Centre (SARATHI Helpline)

S. No. Call Recording Solution - Functionality	
1	The system is able to record voice conversation between CCO and caller at the time of documenting request, department official and CCO at the time of resolving query and map it to unique Service Request Number. It has facility to record, replay and monitor all calls. This captures at least the following information: a) Date b) Time c) Call Duration d) Agent ID e) Caller Number f) Service Request Number g) Number Dialed for Outbound Calls h) Inbound/Outbound Identifier - System Generated
2	The CCO ID and call record are linked to the recorded query. The recorded query can be viewed by CCO but cannot be modified.
3	The system also records the outbound communication of CCO and the caller at the time of providing answer to unresolved query.
4	It provides search facility with following information:- a) Date b) Time c) Call Duration d) Agent ID e) Caller Number f) Service Request Number g) Number Dialed for Outbound Calls
5	Basic information about every caller is recorded and stored in a database by the CCO. This database is being updated every time a new caller calls up.

6. Call Centre Supervisor Console

Supervisor Console has following features to monitor and control calls:

- i. Call Barging - Entering into the call, taking control of the call and make CCO mute.
- ii. Call snooping – Listening calls without disturbing live call.
- iii. Whisper – Supervisor can coach call centre operator on live call. Supervisor can listen to both caller & CCO. CCO can listen to both Supervisor and Caller. Caller can only listen to CCO.
- iv. Live call monitoring - Live interface of calls which shall include talk-time and other statistics of calls.
- v. Scoring capability