

**HARYANA SHEHRI VIKAS PRADHIKARAN
C-3, SECTOR 6,
PANCHKULA**

e-TENDER NOTICE

Online bids are invited from reputed Call Center Service providers for outsourcing Helpline services. The detailed terms and conditions along with the scope of work can be downloaded from <http://etenders.hry.nic.in> and www.hsvphry.org.in.

Last date of submitting the bid is 17-06-2024 till 05:00 PM. All further details/updates regarding this tender will be hosted only on <http://etenders.hry.nic.in> and www.hsvphry.org.in.

**Chief Administrator
HSVP, Panchkula**

Request for Proposal For HSVP Helpline Services



**Information Technology Wing
Haryana Shehri Vikas Pradhikaran
C-3, Sector 6, Panchkula, Haryana
E-mail: secyhuda@gmail.com**

www.hsvphry.org.in

Table of Contents

1. INTRODUCTION 4

 ABOUT HSVP 4

 1.1 LIST OF ABBREVIATIONS 5

 1.2 ELIGIBILITY CRITERIA 6

 DOCUMENTATION REQUIREMENTS: 6

 1.3 TENDER ACTIVITIES SCHEDULE 7

2. PROJECT DESCRIPTION 8

 2.1 BRIEF OF SCOPE OF WORK 8

 2.1.1 OTHER REQUIREMENTS 9

 SOFTWARE AND SYSTEMS REQUIREMENTS: 9

 MANPOWER REQUIREMENTS: 9

 PERFORMANCE METRICS: 9

 ADDITIONAL REQUIREMENTS: 9

 2.2 CALL HANDLING PROCEDURE 10

2.2.1 Query Related Calls 10

2.2.2 Grievance related Calls 11

 2.3 FUNCTIONAL REQUIREMENTS 12

 2.4 OUTGOING CALLS 14

 2.5 MANAGEMENT INFORMATION SYSTEM (MIS) REPORTS REQUIREMENT 14

 2.6 RESILIENT OPERATIONS 15

 2.7 CALL CENTRE TIMINGS AND HOLIDAYS 15

 2.8 LANGUAGES 15

 2.9 SEAT CAPACITY & SCALABILITY 15

 2.10 CONNECTIVITY WITH HSVP’S INTRANET APPLICATION 15

 2.11 CSES PROFILE 15

 2.12 TRAINING OF CSES 16

 2.13 CONFIDENTIALITY OF INFORMATION 16

 2.14 PROJECT GO-LIVE & SCALE-UP 16

 2.15 ACCEPTANCE OF THE HSVP HELPLINE CALL CENTER SETUP 17

 2.16 COMPLYING TO LAWS AND REGULATIONS 17

 2.17 MISCELLANEOUS ACTIVITIES BY THE SUCCESSFUL BIDDER 17

3. INSTRUCTIONS TO BIDDERS 18

 3.1 GENERAL INSTRUCTIONS 18

 3.2 PURCHASE OF RFP DOCUMENT 18

 3.3 ELIGIBLE BIDDERS 18

 3.4 COST OF BIDDING 18

 3.5 AMENDMENTS TO BIDDING DOCUMENTS 18

 3.6 CLARIFICATION ON BIDDING DOCUMENTS 19

 3.7 LANGUAGE BID 19

 3.8 BIDDING DOCUMENT 19

 3.9 BID PRICE 19

 3.10 PERIOD OF VALIDITY 19

 3.11 ACCEPTANCE OF TERMS 20

 3.12 INSTRUCTION TO BIDDER FOR E-TENDERING 20

 3.13 MODIFICATIONS AND/OR WITHDRAWAL OF BIDS 23

 3.14 PAYMENT SCHEDULE 23

4. BID EVALUATION AND TECHNICAL EVALUATION CRITERIA 24

 4.1 BID EVALUATION 24

 4.2 TECHNICAL EVALUATION CRITERIA 24

 4.3 CONTACTING HSVP 25

 4.4 HSVP’S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS 25

Request for Proposal for HSVP Helpline Services – HSVP 2024

4.5 SIGNING OF CONTRACT	25
4.6 CONTRACT PERIOD	25
4.8 LIQUIDATED DAMAGES	26
5. SERVICE LEVEL PARAMETERS AND PENALTIES	26
5.1 UNATTENDED CALLS (CALLS ROUTED TO CSEs BUT NOT RESPONDED TO)	26
5.2 DELAY IN ANSWERING OF CALLS.....	26
5.3 POOR CALL HANDLING AS DETECTED IN AUDITS OF THE RECORDED CALLS	27
5.4 COMPLAINT FROM CALLERS REGARDING POOR RESPONSE AND/OR MISBEHAVIOR BY A CSE.....	27
ANNEXURE 1: BID PRICE SCHEDULE.....	28
ANNEXURE 2 DETAIL OF VOLUME OF TRANSACTIONS.....	29

Request for Proposal for HSVP Helpline Services – HSVP 2024

1. Introduction

Online bids are invited from reputed Indian Call Centre service providers for outsourcing HSVP helpline services. Interested bidders may submit the bids online on <https://etenders.hry.nic.in> on or before **17.06.2024** till 05:00PM.

About HSVP

The Haryana Shehri Vikas Pradhikaran (HSVP), was constituted under the Haryana Urban Development Authority Act, 1977. A statutory body of Haryana Government, HSVP's mandate is to promote and secure development of urban areas in a systematic and planned way with the power to acquire, sell and dispose off property, both movable and immovable; use this acquired land for residential, industrial, recreational and commercial purposes, to make available developed land to Haryana Housing Board and other bodies for providing houses to economically weaker sections of the society and to undertake building works.

After mid-2006, HSVP adopted IT initiative for process efficiency because, the transactions between HSVP and its allottees became so huge that handling such transactions manually was a gigantic task and affecting the productivity of the organization.

It has been HSVP's constant effort to provided most innovative programs aimed to

- Improve transparency in HSVP's operations
- Improve service delivery process of HSVP
- Cut down the lengthy processes for the convenience of its allottees

Keeping in track with its aim, HSVP has undertaken various IT initiatives about 3.25 Lakh allottees across the state of Haryana

To enquire about various queries allottees visit different Estate Offices daily with numerous queries. These queries are presently answered in person at the HSVP offices. For the convenience of such allottees, HSVP intends to start a telephone-based Helpline service for its allottees so that the queries of the allottees can be answered over the phone. This Call Centre will act as an interface for the allottees to get their queries answered instantly by HSVP. Also, for the convenience of citizens, HSVP proposes to establish a Grievance Management System wherein the citizens can call to log a complaint about a service provided by HSVP (e.g. Water, Sewerage, Roads, Parks) through a Toll-Free number.

Request for Proposal for HSVP Helpline Services – HSVP 2024

For more information on HSVP, please visit www.hsvphry.org.in

Abbreviations used in this document HSVP Helpline Services

1.1 List of Abbreviations

Abbreviation	Full Form
AT	Acceptance Test
BPO	Business Process Outsourcing
CA	Chartered Accountant
CRM	Call Record Management
CSE	Customer Service Executive
DD	Demand Draft
FAQs	Frequently Asked Questions
FY	Financial Year
GMS	Grievance Management System
HSVP	Haryana Urban Development Authority
ITB	Instructions to Bidders
IVRS	Interactive Voice Response System
LAN	Local Area Network
LOI	Letter Of Intent
MIS	Management Information System
OSP	Other Service Provider
RFP	Request For Proposal
SLA	Service Level Agreements
SMS	Short Message Service
TRAI	Telecom Regulatory Authority of India
w.r.t.	with respect to

Request for Proposal for HSVP Helpline Services – HSVP 2024

1.2 Eligibility Criteria

- The service provider must have a valid business registration, which can include a company registration, partnership registration, or sole proprietorship registration.
- The service provider must have a minimum of 3 years of experience in managing helpline services.
- The service provider must have prior experience in handling customer service operations for government or large organizations.
- The service provider must have a valid GST registration.
- The service provider must have a minimum annual turnover of ₹1 crore in each of the last three financial years.
- The service provider must submit copies of their income tax returns for the last three financial years.

Documentation Requirements:

1. Company Profile:

- Detailed profile of the service provider, including history, services offered, and organizational structure.

2. Experience Certificates:

- Evidence of previous experience, including certificates or references from similar engagements which should clearly add up to minimum of 3 years of experience.

3. Financial Statements:

- Audited financial statements for the last three financial years.

4. Personnel Details:

- Detailed CVs of key personnel who will be involved in the project.

5. Statutory Documents:

- Copy of business registration certificate (company, partnership, or sole proprietorship).
- GST registration certificate.
- Income tax return acknowledgments for the last three financial years.

6. Technical Proposal:

- Detailed proposal outlining the service delivery approach, software, and systems to be used in addition details related to all other points mentioned under Software and system requirements, Manpower requirements, performance metrics and additional requirements.

7. Financial Proposal:

- Financial proposal including monthly cost for minimum uptime of 8 operators for all 7 days from 8 AM to 8 PM, including all ancillary costs such as software, phone bills, internet, salaries. No additional payments shall be made beyond the quoted amount.

8. Compliance Declaration:

- Declaration of compliance with all statutory and regulatory requirements.

1.3 Tender Activities Schedule

Activity	Date
RFP available on website https://etenders.hry.nic.in..	07.06.2024
Last date for sending written clarifications through e-mail on secyhuda@gmail.com Till 12:30 PM	12.06.2024
Pre Bid Meeting at 03:00 PM in the Conference, Hall, HSVP,Sec-6,Pkl	12.06.2024
Bid submission date& Time	18.06.2024 till 05:00 PM
Prequalification/Technical Bid Opening	19.06.2024 at 02:30 PM
Bid Document Fee	Rs 5,000/- (non refundable)
Processing Fee in ₹ (18.00% GST Incl.)	Rs 1,180/-
Earnest Money Deposit	Rs. 5,00,000/-

Note 1: Submission of Documents - Online Bidders will also required to physically submit the Bid Document and other document related to prequalification, technical parameter / Technical bid etc. The documents duly binded, properly tagged and numbered shall be sent through speed post or courier by 19.06.2024 till 12:00 Noon.

Note 2: The commercial bid should only be submitted through online mode.

Note3: In case bidder needs any clarification or for participating in the pre bid meeting, the bidder has to first deposit the cost of RFP- Rs 5000/- by DD in favour of the Chief Administrator, HSVP payable at Panchkula. Other bidders, who do not have any query, can deposit the cost of RFP along with the bid.

2. Project Description

2.1 Brief of Scope of Work

- 1 HSVP invites bids from eligible Call Centre operators to offer their services for operation of the HSVP Helpline Services.
- 2 The successful bidder will be responsible for handling end-to-end operations of the call centre operations for HSVP.
- 3 The Call Centre will be for inbound, outbound calls & SMS alerts on the mobile number of the allottees. Majority of the call volume will be inbound calls from the allottees/citizens/general public
 - a. Request for Information or
 - b. Submit a Grievance.

Outbound calls will be made by the CSEs to the concerned officials at HSVP and to high value customers of HSVP. e.g : Payment reminder calls for Water Bill Payment and also call back to be made to the callers incase the call is unattended due to all agents busy attending to other callers.

- 4 The infrastructure for operations and CSEs will be owned and managed by the Successful Bidder.
- 5 The Successful Bidder will have to provide Call Centre Services using a Toll Free Number preferably from BSNL. This number shall be accessible from all Mobile and Landline networks. The cost shall be borne by the service provider.
- 6 The Successful Bidder will be responsible for providing a Call Record Management system and also a Grievance Management System (GMS).
- 7 It is proposed to have a centralized Call Centre number for HSVP which will serve to the queries and grievance of the citizens in two languages, i.e., English and Hindi.
- 8 In the beginning, the HSVP Call Centre may have 8 seats. The CSEs should be able to handle calls in English and Hindi language both. The Call Centre shall operate from 8 AM to 8 PM on all 7 days of a week including National and Government holidays with 8 agents available at all the time from 8 AM to 8 PM. In addition to the CSE's, service provider is required to have supervisory staff dedicated for the helpline like team leaders, quality analyst and trainers etc.

The monthly review meeting to be attended by senior official of the company at Panchkula.

- 9 HSVP shall have the right to vary quantities i.e., no. of seats/ shifts in the Call Center, at the time of award of the contract and/or subsequently at any time during the contract period. For the

Request for Proposal for HSVP Helpline Services – HSVP 2024

proposed helpline bidder will ensure that 8 agents plus the supervisory staff is available at all the time from 8 AM till 8 PM.

10 HSVP officials may inspect the call centre at any time during the currency of the contract.

2.1.1 Other Requirements

Software and Systems Requirements:

- Customer Relationship Management (CRM) Software.
- Grievance Management System (GMS).
- Call Center Software with features such as call recording, call routing, and call analytics.
- Integration with CM Dashboard for real-time reporting.
- SMS and email alert systems for grievance tracking and updates.
- Mobile app development with all required functionalities to serve the allottees effectively.
- Chatbot system to handle generic grievances efficiently alongside human operators.

Manpower Requirements:

- Trained operators so that at any given time a minimum of 8 operators are available from 8 AM to 8 PM.
- A team leader or supervisor to oversee operations and ensure quality control.
- Proficiency in relevant software and helpline management systems.
- Operators should have excellent communication skills in English and Hindi.

Performance Metrics:

- Response time to incoming calls.
- Resolution time for grievances and complaints.
- Customer satisfaction rating.

Additional Requirements:

1. **Premises:**
The service provider must use their own premises, avoiding the unnecessary use of HSVP resources and incurring additional costs.
2. **Monitoring Mechanism:**
Implement a robust monitoring mechanism, including biometric attendance to verify staff presence and adherence to shift timings.
3. **Feedback Mechanism:**
Establish a structured feedback mechanism with clear templates and reporting hierarchies to ensure that allottee feedback is gathered, analyzed, and acted upon systematically.
4. **Call Audits:**
Conduct regular, documented call audits with findings reported to higher authorities, ensuring transparency and continuous improvement in service quality.
5. **Non-Compliance Reporting:**
Ensure that any non-compliance or deviation from contractual obligations is immediately reported and acted upon, with penalties imposed for any lapses.

2.2 Call Handling Procedure

- 1 The HSVP Helpline would receive the calls from allottees/ citizens through a toll free number. HSVP would bear the charges of the incoming calls on the Toll Free Number and also the outbound calls that are made.
- 2 Calls should be answered within 3 rings with hold time not more than 15 seconds.
- 3 The caller can choose from the language options English or Hindi through an IVRS.
- 4 The caller should then be prompted by the IVRS to choose whether he/she has a query or a grievance; this would be in the language previously selected by the caller.
- 5 Based on the response, the caller should be connected to a CSE.
- 6 All interactions will be logged and maintained in the Call Center for analysis at a later stage.
- 7 The Successful Bidder should also provide Voice Logging facility for recording and playing back CSE's conversations so that it can be used to monitor agent performance on random basis and to provide proof of transaction records. Such recordings shall be preserved for at least six months.
- 8 The incoming calls from the citizens will be of broadly two types:
 1. Query Related Calls – Seeking Information about the Allottees Account or any New Schemes floated by HSVP.
 2. Grievance related calls – Grievance about any services rendered by HSVP.

2.2.1 Query Related Calls

1. These calls will usually be made by present allottees or applicants of various schemes of HSVP. An allottee may call to inquire about his account details (e.g. next payment due date)
2. The CSE should establish the identity of the caller with reference to information available in the Intranet Application.
3. The CSE will respond to information requested by the citizen(s) by looking up the details in HSVP's Intranet Application. The Successful Bidder will be given access to HSVP's Intranet Application so as to lookup the information required by the caller.
4. The CSEs should record the name, address, contact details, queries, scheme type, reply to the query etc. in a suitable format which is approved by HSVP. The information would be stored in the CRM and would be used for the purpose of preparing MIS reports. The information would be required for analysis by HSVP at regular intervals.

Request for Proposal for HSVP Helpline Services – HSVP 2024

5. Upon a response to the complete satisfaction of the caller's query the CSE should also log the details requested in the CRM and then disconnect the call.
6. If in case, the CSE is unable to respond to the request of the caller, the CSE should redirect the call to Grievance Related Calls.

2.2.2 Grievance related Calls

1. These calls may be made by the allottees of HSVP's or using services provided by HSVP (Roads, Electricity, Sewerage, Parks, water billing etc.) to report a grievance about the services.
2. The CSE should record the complaint with all the necessary details in the GMS. The caller information should also be logged in the GMS.
3. The CSE should then provide the Grievance ID that is generated by the GMS. This will be used in tracking the status of the Grievance.
4. The CSE should now forward the complaints to concerned authority in HSVP via Email, SMS or Phone, following up / escalating whenever required. These all activities will have to be managed through a Grievance Management System.
5. Depending on the type of complaint and severity of the complaint the CSE should notify the concerned authority of the grievance.
6. These requests should reflect in the GMS access given to HSVP's team. They should also be notified of the Request through system generated emails sent to the concerned HSVP officers. The email body should contain the exact request/grievance of the caller.
7. The HSVP official, each having a unique user ID and password for accessing the GMS via internet from a regional office should only be able to view the Grievances, severity and their status (i.e. Grievance logged / Work in Progress / Escalated / Closed) which are specific to their location.
8. The CSE will also have to make outbound calls in cases where:
 - a. A grievance is of a high priority and needs to be notified to the concerned authority of HSVP immediately.
 - b. An escalation has to be made of a high priority grievance due to non-resolution of the grievance in the defined timelines.

Escalation of a Grievance

9. In case the Grievance is not closed by the concerned authority within the pre-defined timelines, the GMS should be capable of auto-escalating the Grievance to the higher authority.

10. Depending on the severity of the Grievance, the CSEs may also be required to call the higher authority notifying the escalation due to non-closure of the Grievance.

2.3 Functional Requirements

2.3.1 IVRS

1. The IVRS should support English & Hindi languages.
2. It shall be possible to customize the IVRS welcome prompt, menu and sub-menus as per the requirement of HSVP.
3. It shall have Automatic Call Distribution feature based on Skill, Idleness, and utilization of each CSE.
4. It should also support to hold calls in case all the CSEs are busy.
5. It should be able to generate MIS reports automatically.

2.3.2 Call Record Management (CRM)

The Call Record Management will have to be developed/ maintained/ customized by the successful bidder.

1. The CRM should be capable of logging the following details:
 - Name of Caller
 - Exact Query of the caller
 - Category of Query/Grievance
 - Sub Category of Query/Grievance
 - Brief Response of the CSE to the Query/Grievance
 - Time of call
 - Name of CSE who handled the call
2. The CRM should be capable of auto-generating a query/Grievance ID for each query /Grievance recorded.
3. Facility for searching the call record database on various attributes and combination of attributes should be provided.
4. The application may also have the provision to build database of FAQs and their standard answers.
5. Database of all calls received since start of the HSVP Helpline should be maintained in the CRM.

Request for Proposal for HSVP Helpline Services – HSVP 2024

6. The CRM application should have a report generation module providing various MIS and statistical reports based on the call records database as required by HSVP from time to time.
7. The user should be given the choice to set various filters like period (from-date and to-date), time of day, category of query and various other attributes and their combinations while generating an MIS report from the database.
8. Some ad-hoc/on-demand MIS Reports may also need to be generated as and when required by HSVP.
9. SMS functionality should also be available for sending SMS for grievance calls to customers & HSVP officers.

2.3.3 Grievance Management System (GMS)

The Grievance Management System will have to be developed/ customized/ maintained by the successful bidder.

1. The GMS should allow the CSE to log the following details:
 - Caller Name
 - Address
 - Nature of Grievance
 - Severity of Grievance (will be pre-defined by HSVP)
 - Concerned Authority responsible for resolution of the Grievance (pre-fetched from data already fed in the GMS)
 - Time of logging the Grievance
 - CSE's Name who logged the call
2. Once the Grievance is logged, the concerned authority (will be pre-defined by HSVP) should be notified via Email, SMS or Phone Call depending on the severity of the Grievance.
3. Although a Phone Call to the concerned authority will depend on the Severity of Grievance, an email/SMS has to be sent for every grievance logged.
4. A grievance link to be created on HSVP website to log grievances for monitoring wing & Estate offices.
5. A grievance link to be created on HSVP website for consumers to register grievances related to plots, water billing, sewage, roads, horticulture or any other services provided by HSVP, these grievances should be integrated with the GMS and SMS along with the complaint no. should be generated instantly upon registration of grievance on HSVP Portal.
6. The GMS should also be integrated with the CM dashboard and real time data of the grievances registered and resolved/pending should be available at any given point of time.

Request for Proposal for HSVP Helpline Services – HSVP 2024

7. All customization during the currency of the contract should be duly handed over to HSVP after expiry of contract.

Access of the GMS to the regional offices of HSVP:

8. The successful bidder should also provide access to the GMS to the regional offices of HSVP.
9. The HSVP official, each having a unique user id and password for accessing the GMS via internet from a regional office should only be able to view the Grievances, severity and their status (i.e. Grievance logged / Work in Progress / Escalated / Closed) which are specific to their locations.
10. The concerned HSVP official should be able to update the status of the Grievance to 'Work In Progress' & 'Closed'.
11. A super user access should also be provided at the Panchkula Head Office of HSVP where the GMS should reflect status of Grievances across all regions.
12. SMS functionality should also be available for sending SMS for grievance calls to customers & HSVP officers.

2.4 Outgoing Calls

The CSE may have to call the various officers of HSVP for escalation purpose. All the call details – like calls made to which number, duration of call, date and time of the call etc. details will have to be provided by successful bidder on a regular basis.

2.5 Management Information System (MIS) Reports Requirement

The Successful bidder shall install necessary software and make available the same to HSVP to use the same for generating reports on operation of the Call Centre.

MIS Reports:

Few sample reports are as below. These are only indicative. Exact reports will be decided after award of contract.

- Number of incoming calls handled
- Number of outgoing calls placed
- Average talk time for calls handled - measured
- Average active time per call
- Summary of the interval of time required for handling incoming calls
- Number of calls exceeding threshold (i.e. calls waiting in queue longer than given time)
- Average time in queue by call type

- Number of abandoned calls

The Successful Bidder will provide any other reports relevant to demonstrate the functioning of the Call Centre.

The required report must be generated from the system automatically not manually

2.6 Resilient Operations

The successful bidder should have provisions to have a backup location wherein the call centre operations of HSVP can temporarily shift, till resumption of original status, in case of any failures related to people, technology or natural calamities.

2.7 Call Centre Timings and Holidays

The Call Centre will operate initially for 12 hours (8 AM to 8 PM) on all seven days in a week and therefore making the Call Centre available to the citizens on all 365 days, including national holidays, Sundays, etc.

2.8 Languages

The Call Centre's CSEs will initially use two languages – Hindi and English.

2.9 Seat capacity & scalability

Presently, HSVP proposes to establish a Call Centre with 8 seats. Depending on the call volume, the successful bidder should be in a position to scale up/down their operations, at the request of HSVP.

2.10 Connectivity with HSVP's Intranet Application

HSVP will make provisions to enable the Successful Bidder to access the Intranet Application. The Successful Bidder will have to make provisions to have a secure access to the Intranet Application using Industry-best Firewall, IDS, connectivity etc. The Successful Bidder will have to bear the costs of Internet or any other connectivity that may be required to access HSVP's Intranet Application.

2.11 CSEs Profile

The following are the indicative requirements for the CSEs

1. Preferably, the CSEs should have a previous experience of working with HSVP. This will help them to better understand a caller's needs.
2. Basic Qualification – at least a Graduate degree.

Request for Proposal for HSVP Helpline Services – HSVP 2024

3. Desirable Experience – 6 months to 1 year of BPO / Call Centre experience
4. CSE's communication skills – soft and polite voice, well behaved, un-argumentative and trust-worthy
5. The appointment of the CSEs should be to the satisfaction of HSVP.

2.12 Training of CSEs

1. HSVP will provide classroom training to the complete (first) batch of CSEs and supervisory staff.
2. This training will cover the HSVP's Intranet Application (which will be used to answer most of the Query-related calls) and various property schemes for the general public.
3. The Successful Bidder will have to make sure that ALL the CSEs who will be involved in the operations have to attend the training.
4. A CSE who has not attended the training provided by HSVP will not be allowed to participate in the operations for a period of first 6 months after the operations go live.
5. Training of any CSE being recruited / replaced in HSVP's operations will be the responsibility of the Successful Bidder.
6. Although HSVP will not charge the Successful Bidder for any training, the Successful Bidder will bear all other charges during the trainings. (e.g. Lodging, Conveyance)

2.13 Confidentiality of Information

During the course of the operations, the Successful Bidder and the CSEs may get access to information of allottees and/or HSVP which may be sensitive in nature. The Successful Bidder should take enough measures to contain the distribution and restrict access of such information. Also, the CSEs should never disclose the information of an allottee without validating the identity of a caller. Further, the Call Center shall have capability to logically partition the switching system to avoid interference with other set of users.

2.14 Project Go-Live & Scale-up

The Successful Bidder would be required to make the project LIVE within a period of **ONE month** from the date of issue of work order. Any scale-up or scale down of operations, as per the request of HSVP will have to be effected as and when required based on a mutually agreeable timelines. Any increase or decrease of the number of CSEs will be at the same rate, the rate quoted by the bidder during the submission of the bid.

2.15 Acceptance of the HSVP Helpline call center setup

Acceptance Test (AT) of the HSVP Helpline shall be conducted by HSVP and/or any appointed third party after the same is offered by the successful bidder for acceptance. The tests to be carried out test procedure, test equipment and tools, and expected test results are to be provided by the successful bidder to meet all the specified parameters/ service requirements. The Test procedures /Test results shall be approved by HSVP and/or any appointed third party. Acceptance will be given subject to satisfactory performance failing which the order shall stand automatically cancelled.

The AT has to be performed within one month of the Call Centre Operations

2.16 Complying to Laws and Regulations

HSVP will not be responsible for any operation and/or management related activities of the Successful Bidder's call centre operations. The Successful Bidder will be expected to comply with any laws and regulations or licenses required by the TRAI or any other Governmental Body.

2.17 Miscellaneous activities by the successful bidder

The successful bidder will be responsible for the complete end to end solution and successful implementation of the Call Centre operations.

An indicative list is provided below:

- 1 Development/ Customization/ Installation/ Maintenance of the softwares, for CRM, GMS. The IT infrastructure that is maintained by the successful bidder should be able to support the volume of transactions (Detail of volume of transactions is enclosed at Annexure-3). All will be included as part of the project.
- 2 Development of Mobile App and Chatbot system during the currency of the contract.
- 3 Infrastructure setup including office space, telephones and systems etc. for CSE.
- 4 MIS reporting tool etc.

The bidder shall submit the software, data and other intellectual property of HSVP upon the completion of contract with HSVP.

3. Instructions to Bidders

3.1 General Instructions

The Successful Bidder will be responsible for providing end-to-end services are mentioned in this RFP.

The Successful Bidder and the CSEs have to maintain confidentiality about all the applications, database and network set up of the HSVP and should not divulge it to any person/ organization not related to the HSVP. In this regard the short listed vendor will be required to execute confidentiality cum non-disclosure agreement with the HSVP.

3.2 Purchase of RFP document

The Complete RFP document can be downloaded online from the portal <https://etenders.hry.nic.in> by the bidders registered on the Portal. The bids to be submitted online are required to be digitally signed; the bidders are therefore advised to obtain Digital Signature at the earliest. For further details, terms and conditions please visit the website <https://etenders.hry.nic.in>.

The scanned images of the RFP Cost / EMD are required to be uploaded at the time of Online Submission, the Bidders are therefore required to keep the scanned copies of prequalification and other documents of the above mentioned documents ready.

3.3 Eligible Bidders

Eligibility of the bidders shall be on the basis of the criteria mentioned in 1.2 of this RFP

3.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of the Bid and HSVP will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.5 Amendments to Bidding Documents

At any time prior to the last date and time for submission of bids, the HSVP may, for any reason, modify the Bidding Document by amendments at the sole discretion of the HSVP. All amendments will be updated on the HSVP website with appropriate markings. The amendments may also be delivered by hand / courier or through e-mail to all bidders, who have received the bidding document. For this purpose bidders must provide name of the contact person, mailing address, telephone number,

Request for Proposal for HSVP Helpline Services – HSVP 2024

email id and FAX numbers on the covering letter sent along with the bids. All clarifications will be hosted on HSVP's website.

In order to allow eligible Bidders a reasonable time to take the amendment into account in preparing their bids, HSVP, at its discretion, may extend the deadline for the submission of bids.

3.6 Clarification on Bidding Documents

Bidder, requiring clarification on the RFP may submit queries/ clarifications to HSVP in writing on the Bidder's Letterhead at the address indicated above, before the deadline for the submission of the bid. HSVP will not respond to any queries received after this date.

All such clarifications will be hosted on HSVP website www.hsvphry.org.in and <https://etenders.hry.nic.in> . The identity of the bidder seeking clarification will not be disclosed in this document.

3.7 Language Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and HSVP, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

3.8 Bidding Document

The bidder is expected to examine all instructions, forms, terms & conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

3.9 Bid Price

The bidder shall indicate the prices in Indian Rupees only.

3.10 Period of Validity

Bids shall remain valid for 180 days from the date of bid opening prescribed by HSVP. A bid valid for a shorter period shall be rejected by the HSVP as non-responsive.

3.11 Acceptance of Terms

All Bidders, by submitting the Bid/Proposal in response to this RFP document shall be deemed to have accepted all the terms and conditions of this document.

Note 2:- The price bids are to be submitted mandatory online.

3.12 Instruction to bidder for E-Tendering

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1. Registration of bidders on E-tendering Portal:-

All the Bidders intending to participate in the tenders processed online, are required to get registered on the Electronic Tendering System on the Portal <https://etenders.hry.nic.in>

2. Obtaining a Digital Certificate:

- 2.1** The Bids submitted online are required to be signed electronically with a Digital Certificate to establish the identity of the bidder online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- 2.2** In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in HSVP tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
- 2.3** In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- 2.4** The same procedure holds true for the authorized users in a private/Public limited company or L&C Society. In this case, the authorization certificate will have to be signed by the directors of the company.

3 Set up of machine:

In order to operate on the electronic tender management system, the user's machine is required to be set up. A help file on setting up of the system can be downloaded from the home page of the website - <https://etenders.hry.nic.in>

4 Online Viewing of Detailed Notice Inviting Tenders:

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the electronic tendering system on the HSVP's e-tenders website <https://etenders.hry.nic.in>

5 Download of Tender Documents:

The tender documents can be downloaded by the registered user from the Electronic Tendering System through the Portal <https://etenders.hry.nic.in> and www.HSVP.org.in

6 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the Notice Inviting Tenders. The date and time will be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the Notice Inviting Tenders.

8 Submission of actual online bids:

Bidders have to submit their bids online and upload the relevant documents. The process is required to be completed within the date and time as stated in the Notice Inviting Tenders (Key Dates). The electronic bids of only those Bidders who have submitted their bid within the stipulated time, as per the tender time schedule (Key Dates), will be accepted by the system. A Bidder who does not submit his bid within the stipulated time will not be allowed to submit his bid by the E-Tendering System.

Note:- *Bidders participating in e-tendering shall check the validity of his/her Digital Signature Certificate before bidding in the Tenders floated online at e-tendering website <https://etenders.hry.nic.in>*

3.13 Modifications and/or Withdrawal of Bids

Valid bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.

No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.

3.14 Payment Schedule

The successful bidder will be paid on a monthly basis for the call center operations on the submission of original bills. This will be done only after submission of the required MIS reports to HSVP.

Any penalties applicable on the billed period will be deducted from the bill amount.

3.15 Termination of contract

HSVP reserves the right to terminate the contract at any point during the period of contract without stating reasons.

4. Bid Evaluation and Technical Evaluation criteria.**4.1 Bid Evaluation**

1. Bidders having scored minimum of 70% marks as defined in technical criteria will be considered technically qualified and financial bid of all technically qualified bidder will be opened.
2. Contract will be awarded to the lowest bidder (L1) in the financial bid.

4.2 Technical Evaluation Criteria

Technical Proposals will be evaluated based on following criteria:

Sr. No.	Evaluation Criteria	Max Marks (70 Marks)
1	Quality of the Technical Bid document Bidder's understanding of the RFP document and the responsiveness of the bidder in providing the required information and documents in the bid document.	5 Marks
2	Proposed plan for HSVP Helpline setup w.r.t.: <ol style="list-style-type: none"> 1. Infrastructure available in the existing call center of the bidder where HSVP Helpline is proposed to be set up 2. Proposed setup of HSVP Helpline in the existing call center location 3. Proposed network diagram with equipment, servers, system software, security components etc. 4. Make, model and configuration of the servers, desktops, LAN etc. to be used. 5. Provisions for regular Data backup 6. Proposed Call Flow architecture and associated processes. 	30 Marks
3	Adherence to the Functional Requirements of CRM & GMS Applications in the software's proposed.	10 Marks
4	Proposed Business Continuity Plan for HSVP Helpline setup (including manpower, technology or natural calamities etc.)	5 Marks
5	Experience in handling a similar project (Case Study)	5 Marks
6	Monitoring Tools/methods proposed <ol style="list-style-type: none"> 1. Proposed methodology for ensuring that the call center processes are being followed and that telephone connections are not misused. 	5 Marks

Request for Proposal for HSVP Helpline Services – HSVP 2024

	<p>2. Provision of trained supervisors for monitoring of call center.</p> <p>3. Voice Logging Facility for recording and playing back of CSEs conversation at random basis.</p>	
7	Scale Up /Scale Down capacity in terms of manpower of the proposed Call Center where HSVP Helpline is proposed.	5 Marks
8	Awards / Recognitions received by the Bidder for the Facility that the Bidder wishes to propose for HSVP's Helpline Services.	5 Marks

4.3 Contacting HSVP

Any effort by bidder to influence HSVP in the bid evaluation, bid comparison or contract award decision may result in the rejection of the Bidder's bid. HSVP's decision will be final and without prejudice and will be binding on all parties.

4.4 HSVP'S Right to Accept or Reject Any Bid or All Bids

The HSVP reserves the right to accept or reject any bid as well as scrap bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the HSVP's action.

4.5 Signing Of Contract

The successful bidder will be issued letter of intent and the successful bidder will have to sign the agreement with HSVP within 3 days of the issuance of LoI. The successful Bidder shall furnish Performance Bank Guarantee to HSVP for an amount equal to 10% of the order value with a validity of 3 months more than the expiry of the contract. HSVP may forfeit the Performance Bank Guarantee for any failure on part of Bidder to complete its obligations under the Agreement. The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be absolutely , irrevocably and unconditional guarantee in the form of a Bank Guarantee issued by a Nationalized/Scheduled Commercial Bank and payable at Panchkula in the format provided by HSVP.

4.6 Contract Period

The contract period will be for a period of at least 3 months, subject to extension up to the date of formal tender allotment as a gap-filling exercise.. At any point during the contract the dissatisfactory performance may result in termination of contract with one month notice. The Chief Administrator

Request for Proposal for HSVP Helpline Services – HSVP 2024

will be final authority on all matters related to the execution of contract including but not limited to termination and extension.

4.7 Activities after Award of Contract

Sr. No.	Activity	Timeline
1	Signing of LOI and/or Contract Agreement	T
2	HSVP Helpline Services Go Live	T+1
3	Mobile app, Chatbot	T + 4 Weeks

4.8 Liquidated Damages

If the supplier fails to offer the services and system within the periods specified in the Bid, HSVP shall, without prejudice to its other remedies under the Bid, deduct from the PBG, as liquidated damages, a sum equivalent to 1% of the Bid price for each week or part thereof of delay until Final Acceptance, up to a maximum deduction of the 10%.

If the delay is more than 4 weeks, HSVP has the right to terminate the contract and encash the PBG.

5. Service Level Parameters and Penalties

5.1 Unattended calls (Calls routed to CSEs but not responded to)

Penalty as mentioned below will be levied on the Successful Bidder on each monthly billing cycle.

Sr. No.	Unattended Calls (as % of total calls routed to CSEs)	Penalty per month
1	Less than 1%	NIL
2	1% - 2%	2% of monthly payment
3	2% - 3%	4% of monthly payment
4	3% - 4%	6% of monthly payment
5	4% - 5%	8 % of monthly payment
6	Beyond 5%	10% of monthly payment

5.2 Delay in Answering of Calls

If the CSEs answer the calls after a delay of 15 seconds then a Penalty as mentioned below will be levied on the Successful Bidder on each monthly billing cycle.

Sr. No.	Calls answered after 10 seconds (as % of total calls attended by all CSEs)	Penalty per month
1	Less than 1%	NIL
2	1% - 2%	Rs. 1000
3	2% - 3%	Rs. 2000
4	Beyond 3%	Rs. 4000

5.3 Poor Call handling as detected in audits of the recorded calls

Calls handled by the CSEs will be monitored through checks on the recorded calls. If it is found that a CSE is providing wrong/incomplete information or is misbehaving with the caller or is not responding properly, a penalty of Rs. 1000/- will be imposed on every such instance.

5.4 Complaint from Callers regarding poor response and/or misbehavior by a CSE

If complaint(s) are received from callers regarding misbehavior and/or poor response by any CSE, and if such complaint(s) are established to be true beyond reasonable doubt, a penalty of Rs. 2000/- will be imposed on every such instance.

5. During the Course of the Call Centre Operations HSVP reserves the right to modify the existing SLAs/penalties and/or introduce new SLAs/penalties

Annexure 1: Bid Price Schedule

Name of the Bidder: _____

Monthly Basic Call Center Charges per CSE (To maintain 12 hours operations with 8 agents available at all the time from 8 AM till 8 PM all 07 days a week including National Holidays, Sunday etc.)	In Figures: Rs. _____ In Words : Indian Rupees _____
--	---

The above price shall remain valid for the entire tenure of the contract, subject to extension up to the date of formal tender allotment as a gap-filling exercise.

- Financial proposal including monthly cost for minimum uptime of 8 operators for all 7 days from 8 AM to 8 PM, including all ancillary costs such as software, phone bills, internet, salaries. No additional payments shall be made beyond the quoted amount.
- The above prices shall be inclusive of all taxes as applicable.

Annexure 2 Detail of volume of Transactions

Month	Calls Received
Mar'23	11071
Apr'23	8723
May'23	10503
June'23	9431
July'23	9606
Aug'23	8342
Sep'23	10222
Oct'23	8639
Nov'23	6646
Dec'23	7265
Jan'2024	6546
Feb' 24	8730
Mar'24	7978
Apr'24	6447
May'24	8576
Grand Total	128725