

Indian Highway Management Co. Ltd. (IHMCL)

Corrigendum - 1

RFP- For 24x7 Helpline (Call Centre) for Road Users on National Highways

The following amendments are issued :

S. No.	Ref. Clause	Content	Modified Content																											
1.	10.10 - Call Centre Capacity* and Pricing Structure.	<p>The call center is envisaged with the initial capacity* of 50 seats for the services to be provided for 24x7x365 across 3 shifts per day. The price quoted by the bidder will be on a per seat basis for the above mentioned capacity.</p> <p>In case of increase in the capacity in future, as per the requirement of IHMCL, the following methodology will be adopted for price restructuring:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">S. No.</th> <th style="text-align: center;">Increase from the initial capacity (Number of Seats)</th> <th style="text-align: center;">% reduction in the quoted price</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Up to 10</td> <td style="text-align: center;">Nil</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">10 to 20</td> <td style="text-align: center;">5</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">20 to 40</td> <td style="text-align: center;">10</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">Above 40</td> <td style="text-align: center;">15</td> </tr> </tbody> </table> <p>*Call center capacity refers to manpower deployed as CCA team. The other manpower deployed at the call center (i.e. Level-2 team/dispatcher, Back-end team, Management staff etc.) along with complete call center IT & Infrastructure setup should also be considered as part of the quoted price for initial capacity.</p>	S. No.	Increase from the initial capacity (Number of Seats)	% reduction in the quoted price	1	Up to 10	Nil	2	10 to 20	5	3	20 to 40	10	4	Above 40	15	<p>The call center is envisaged with the initial capacity* of 50 CCA on FTE (Full Time Equivalent) basis, spread across the day for the services to be provided for 24x7x365 across 3 shifts per day. The price quoted by the bidder will be on a per FTE basis for the above mentioned capacity.</p> <p>In case of increase in the capacity in future, as per the requirement of IHMCL, the following methodology will be adopted for price restructuring:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">S. No.</th> <th style="text-align: center;">Increase from the initial capacity (Number of FTE)</th> <th style="text-align: center;">% reduction in the quoted price</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">Up to 20</td> <td style="text-align: center;">Nil</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">20 to 50</td> <td style="text-align: center;">5</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">Above 50</td> <td style="text-align: center;">10</td> </tr> </tbody> </table> <p>*Call center capacity refers to manpower deployed as CCA team. The other manpower deployed at the call center (i.e. Level-2 team/dispatcher, Back-end team, Management staff etc.) along with complete call center IT & Infrastructure setup and telephone charges cost should also be considered as part of the quoted price for initial capacity.</p> <p>*Each FTE should have 8 hours login per day, 240 hours login for 30 days calendar month and 248 hours login for 31 days calendar month. Every FTE in a shift should have frequent call handling during login hours.</p> <p>*Any reduction in login hours due to absenteeism, office breaks, shift change etc. should be managed by the service providers by deploying additional manpower.</p>	S. No.	Increase from the initial capacity (Number of FTE)	% reduction in the quoted price	1	Up to 20	Nil	2	20 to 50	5	3	Above 50	10
S. No.	Increase from the initial capacity (Number of Seats)	% reduction in the quoted price																												
1	Up to 10	Nil																												
2	10 to 20	5																												
3	20 to 40	10																												
4	Above 40	15																												
S. No.	Increase from the initial capacity (Number of FTE)	% reduction in the quoted price																												
1	Up to 20	Nil																												
2	20 to 50	5																												
3	Above 50	10																												

2.	10.3.1 – Infrastructure & Manpower, Para - VII	Manpower attrition at the call centre should not be more than 2% of overall manpower per month.	Manpower attrition at the call centre (Including CCA, Leve-2/dispatcher, team leader backend team) should not be more than 8% of overall manpower per month. If the attrition rate exceeds 8% for more than two consecutive months than a penalty of 0.5% will be deducted from the total invoice value starting from the second month onwards.								
3.	10.3.3 - Technology Requirement	The Service Provider is responsible to procure, operate and maintain the CRM software for the call centre operations. The CRM software should be of CMMI Level 3or above.	The Service Provider is responsible to procure, operate and maintain the CRM software for the call centre operations. CRM should be supplied by a company with a valid certificate of CMMi Level 3 and above.								
4.	Annexure – 5 Brief Description Of Indicative Technology Required, Para - 6	Description of IP PHONES With Headset features	IP phone should have all basic features and functionality required for a call centre operations. The IP Phone should have programmable keys along with fixed feature buttons for Hold, Redial, Volume Up and Down, Mute, Hands free, Directory etc., It should be possible to configure officer Login, Logout etc. The IP Phones shall support connection of Headset. Desk or wall mountable with optional wall mount adapter. The IP Phone shall have LED or LCD Indicator for Call Waiting.								
5.	Annexure-2, Financial Bid Submission Form	<p style="text-align: center;">Under annexure-2 Financial Bid Submission Form</p> <p>Under para-1, Column 1, Pricing Component - Charges per seat as per Clause 10.11 under the RFP for setting up and operationalizing call center 24x7x365(call center services for road users on National Highways for the period of one year)</p> <p>column 2, table title ‘Rate per connect minute (in INR.)’</p>	<p style="text-align: center;">Under annexure-2 Financial Bid Submission Form</p> <p>Under para-1, Column 1, Pricing Component - Charges per FTE as per Clause 10.11 under the RFP for setting up and operationalizing call center 24x7x365 (call center services for road users on National Highways for the period of one year)</p> <p>column 2, table title should be read as ‘Rate per FTE (in INR.)’</p>								
6	10.9 Service Level Agreement	Additional Clause, SLA V & VI	<p style="text-align: center;">V. SLA 05 – Turn Around Time for Docket Generation</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #cccccc;">Turn Around Time for Docket Generation</th> </tr> </thead> <tbody> <tr> <td style="width: 20%;">Objective</td> <td>This is the percentage of Emergency calls for which ticket / docket is generated and submitted with complete required information within a specified time.</td> </tr> <tr> <td>Definition</td> <td>Total duration taken by CCA/call taker to generate and submit a ticket for emergency calls from call connect time to ticket submission time.</td> </tr> <tr> <td colspan="2" style="text-align: center;">Method</td> </tr> </tbody> </table>	Turn Around Time for Docket Generation		Objective	This is the percentage of Emergency calls for which ticket / docket is generated and submitted with complete required information within a specified time.	Definition	Total duration taken by CCA/call taker to generate and submit a ticket for emergency calls from call connect time to ticket submission time.	Method	
Turn Around Time for Docket Generation											
Objective	This is the percentage of Emergency calls for which ticket / docket is generated and submitted with complete required information within a specified time.										
Definition	Total duration taken by CCA/call taker to generate and submit a ticket for emergency calls from call connect time to ticket submission time.										
Method											

			Data Capture	Number of emergency calls answered, number of tickets generated within 60 second. The SLA adherence levels achieved shall be reported by MIS.
			Measurement Interval	Daily
			Reporting Period	Monthly
			Penalties	
			Sr No	%age of emergency calls for which ticket/docket have been generated and submitted within 60 seconds
			1	More than 90 % Nil
			2	85 to 90 % 1%
			3	80% to 85% 2%
			4	Less than 80% 3% of bill amount with a warning;
			Note: Two consecutive warnings shall lead to forfeiture of PBG and if the services do not improve thereafter, IHMCL may consider termination of the Contract.	
			VI. SLA 06 – SLA for Outbound call backs against Disconnected, Missed, Abandoned Calls and SMS	
			SLA for Outbound call backs against Disconnected, Missed, Abandoned Calls and SMS	
			Objective	This is the percentage of outbound calls made to respond to all <i>Disconnected, Missed, Abandoned Calls and SMS</i> .
			Definition	Total time taken to revert call back to any <i>Disconnected,</i>

			<table border="1"> <tr> <td></td> <td colspan="2">Missed, Abandoned Calls and SMS.</td> </tr> <tr> <td colspan="3" style="text-align: center;">Method</td> </tr> <tr> <td>Data Capture</td> <td colspan="2">Total Number of Disconnected, Missed, Abandoned Calls and SMS responded by making outbound call within 30 second. The SLA adherence levels achieved shall be reported by MIS.</td> </tr> <tr> <td>Measurement Interval</td> <td colspan="2">Daily</td> </tr> <tr> <td>Reporting Period</td> <td colspan="2">Monthly</td> </tr> <tr> <td colspan="3" style="text-align: center;">Penalties</td> </tr> <tr> <td>Sr No</td> <td>%age of Disconnected, Missed, abandoned calls and SMS that are responded within 30 seconds</td> <td>Penalty on Monthly billed amount</td> </tr> <tr> <td>1</td> <td>More than 90 %</td> <td>Nil</td> </tr> <tr> <td>2</td> <td>85 to 90 %</td> <td>1%</td> </tr> <tr> <td>3</td> <td>80% to 85%</td> <td>2%</td> </tr> <tr> <td>4</td> <td>Less than 80%</td> <td>3% of bill amount with a warning;</td> </tr> <tr> <td colspan="3">Note: Two consecutive warnings shall lead to forfeiture of PBG and if the services do not improve thereafter, IHMCL may consider termination of the Contract.</td> </tr> <tr> <td colspan="3" style="text-align: center;">-</td> </tr> </table>		Missed, Abandoned Calls and SMS.		Method			Data Capture	Total Number of Disconnected, Missed, Abandoned Calls and SMS responded by making outbound call within 30 second. The SLA adherence levels achieved shall be reported by MIS.		Measurement Interval	Daily		Reporting Period	Monthly		Penalties			Sr No	%age of Disconnected, Missed, abandoned calls and SMS that are responded within 30 seconds	Penalty on Monthly billed amount	1	More than 90 %	Nil	2	85 to 90 %	1%	3	80% to 85%	2%	4	Less than 80%	3% of bill amount with a warning;	Note: Two consecutive warnings shall lead to forfeiture of PBG and if the services do not improve thereafter, IHMCL may consider termination of the Contract.			-		
	Missed, Abandoned Calls and SMS.																																									
Method																																										
Data Capture	Total Number of Disconnected, Missed, Abandoned Calls and SMS responded by making outbound call within 30 second. The SLA adherence levels achieved shall be reported by MIS.																																									
Measurement Interval	Daily																																									
Reporting Period	Monthly																																									
Penalties																																										
Sr No	%age of Disconnected, Missed, abandoned calls and SMS that are responded within 30 seconds	Penalty on Monthly billed amount																																								
1	More than 90 %	Nil																																								
2	85 to 90 %	1%																																								
3	80% to 85%	2%																																								
4	Less than 80%	3% of bill amount with a warning;																																								
Note: Two consecutive warnings shall lead to forfeiture of PBG and if the services do not improve thereafter, IHMCL may consider termination of the Contract.																																										
-																																										
7	10.9 Service Level Agreement	IV. SLA 04 – Average Speed to Answer : Heading of Column 3 in Penalties Table: “Penalty on quarterly billed amount”	IV. SLA 04 – Average Speed to Answer: Heading of Column 3 in Penalties Table should be read as: “Penalty on monthly billed amount”																																							
8	Clause 6.2 under Article - 6	In case the difference between the lowest financial bid (L1) and that of the second lowest financial bid (L2) happens to be more than 25% of L2, then the Successful Bidder shall also be required to submit additional performance security of INR 50 Lakh (Rupees Fifty Lakh only) in the manner prescribed above. The additional performance security in	In case the difference between the lowest financial bid (L1) and that of the second lowest financial bid (L2) happens to be more than 25% of L2, then the Successful Bidder shall also be required to submit additional performance security of INR 10 Lakh (Rupees Ten Lakh only) in the manner prescribed above. The additional performance security in this case shall be required to be submitted by																																							

		this case shall be required to be submitted by the Successful Bidder to ensure that it shall perform the contractual obligations to the satisfaction of IHMCL despite such lower remuneration and this additional performance security shall also be treated as performance security for encashment/ forfeiture.	the Successful Bidder to ensure that it shall perform the contractual obligations to the satisfaction of IHMCL despite such lower remuneration and this additional performance security shall also be treated as performance security for encashment/ forfeiture.
9	5.10.5 Technical Evaluation, Technical Evaluation Scheme	B. Technical Strength B 4 – Sub-Criteria: Experience in supporting cell id based location detection technology for emergency helpline contact centers through GIS/CAD software and other call positioning software	B. Technical Strength B 4 - Sub-Criteria: Experience in supporting cell id based location detection technology for emergency helpline contact centres through GIS/CAD software and other call positioning software. OR Bidder should submit a consent letter from any supplier of above technology to get such technology for proposed call centre operations
10	5.10.5 Technical Evaluation, Technical Evaluation Scheme	B. Technical Strength B 1 – Sub-Criteria: Experience in setting up and operationalizing call center service(s). <ul style="list-style-type: none">• 5 to 7 years : 10 Marks• 7 to 9 years: 15 Marks• 9 to 11years: 20 Marks> 11 years : 25 Marks	B. Technical Strength B 1 – Sub-Criteria: Experience in setting up and operationalizing call center service(s). <ul style="list-style-type: none">• 5 to 6 years : 10 Marks• 6 to 8 years : 20 Marks• > 8 years : 25 Marks
11	10.2 Objective	Additional Sub Clause - V	CCA and Level-2/dispatcher team may be required to have proficiency in the following languages: Hindi, English, Marathi, Konkani, Gujarati, Telugu, Kannada, Malayalam, Tamil, Assamese, Mizo, Oriya, Bengali, Bodo, Dogri, Nepali, Santali, Maithili and Manipuri. The incoming call, based on Caller Line Identification (CLI) system, shall be automatically routed to appropriate CCA having proficiency in the regional language of the area / circle concerned. The exact list of regional languages will be finalized as part of the process manual. In addition to Regional Languages, the Call Centre Agents should have proficiency in both Hindi and English.
12	10.11 Payment Terms	Para II The unit for payment shall be per Seat price quoted by the successful bidder for service provided 24x7x365 across 3 shifts per day. Para III Payment for the services provided shall be made on aggregate per seat and subjected to service levels achieved in accordance with Service Level Agreements (SLAs).	Para II The unit for payment shall be Per FTE (Full Time Equivalent) price quoted by the successful bidder for service provided 24x7x365 across 3 shifts per day. 1 (One) FTE = 240 Hours Login with call handling trends (For 30 days Calendar Month) OR 248 Hours Login with call handling trends (For 31 days Calendar Month)

			Para III Payment for the services provided shall be made on aggregate per FTE and subjected to service levels achieved in accordance with Service Level Agreements (SLAs).
13	10.3.1 Infrastructure & Manpower	Additional Sub Clause (XIII & XIV)	<p>XIII. All call forwarded to Level-2/Dispatcher should be connected within 1 second, No call waiting should be there at Level-2 team, if daily MIS indicate that deployed level 2 team is not adequate to take call without call que in that scenario the service provider is bound to deploy additional Level -2 resource than as mentioned in para X of 10.3.1 without any additional cost to IHMCL.</p> <p>XIV. The Service provider has to deploy at least 1 Backend per 10 CCAs for backend resolution and tracking of incident raised in CRM and incident closure within SLA.</p>
14	10.3.2.3 Other Operational Requirements	Additional Sub Clause - XI	<p>The Service provider is responsible to include GIS mapping of Trauma Centres, and also other health care facilities (Both Public and Private) on every highway, establishment of protocols around contacting health care facilities (both public and private), and protocols around data sharing and system integration with highway ambulance operators.</p> <p>Data should define the category of Trauma Centre and other health care centre. Contact detail of such trauma centres should be collected.</p> <p>GIS mapping of Trauma Centres and other health care centres should be integrated with call centre CTI so CCA, Level-2/Dispatcher, and other team.</p>
15	With reference to clause 10.3.2.3 under para VI	If the occupancy of all the CCAs or utilization of Telephone/ PRI Lines reaches 80% or above on an hourly basis for five or more consecutive days, and not due to any Force Majeure or abnormal conditions, the service provider shall seek IHMCL's approval to increase the number of seats to avoid any call queuing. The cost implication of any such proposed increase will be in accordance with the Clause-10.11 .	If the occupancy of all the CCAs or utilization of Telephone/ PRI Lines reaches 80% or above on an hourly basis for five or more consecutive days, and not due to any Force Majeure or abnormal conditions, the service provider shall seek IHMCL's approval to increase the number of seats to avoid any call queuing. The cost implication of any such proposed increase will be in accordance with the Clause-10.10 .
16	10.3.3 Technology Requirement	Additional Sub Clause - XX	The service provide is responsible to deploy a GSM (Global System for Mobile Communications) Gateway as alternate option in case of PRI Line service is disturbed Or down.

17	10.3.2.3 Other Operational Requirements	Additional Sub Clause XII	Complete technical architecture and deployed manpower of Helpline call center should not be shared with other business processes and operations of service provider. It should be dedicated for IHMCL's Helpline Call Centre operation.
18	Schedule of Important Events / Activities	Revised Last date/ time for submission of bids (i.e. Bid due date)	20.11.2017 at 03:00 PM
19	Schedule of Important Events / Activities	Revised date for Opening of Technical bids	20.11.2017 at 04:00 PM