Indian Highways Management Company Ltd. (IHMCL)

Invites Expressions of Interest (EOI) from eligible and experienced firms for supply of CRM Software foroperation of 24x7 Helpline (Call Centre) for National Highway users.

IHMCL intends to provide 24x7x365 Helpline (Call Centre Services) for road users on National Highways which will be operational throughout the year (365 days). The call centre will address both emergency and non-emergency issues related to the National Highway road users, using a single 4 digit Toll Free Universal Access Number (UAN).

On receiving calls related to emergency issues (e.g. road accidents, vehicle breakdown etc.), the Call Centre Agents will alert the staff of Control Centre of respective sections, existing Concessionaires and Toll Plaza operators who in turn will provide necessary help to distressed road users using Ambulance, Patrol Vehicle, Tow Away vehicles, Crane etc. depending on the need.

Non-emergency calls addressed by the Call Centre will include queries related to toll collection issues, FASTag recharges issues, Electronic Toll Collection related issues and other issues related to toll plazas and facilities along the National Highways.

Call Centre agents and team leaders have to ensure close coordination with ground team to ensure timely resolution of emergency and non-emergency calls as per pre-defined SLAs.

For complete operation of above call centre, IHMCL intends invite EOI from for CRM software with all latest functionality to handle a helpline call centre for emergency calls and non-emergency calls.

Expression of Interest (EOI) are invited from software developer companies with relevant experience of softwaredesign, development and supply for Emergency services, call centre operations/Telecom service providers through email at info@ihmcl.com.

Last date / time for receipt of EOI -09.10.2017, by 03:00 pm

The agencies are requested to make a presentation to the panel constituted by NHAI/IHMCL on 11.10.2017 at 03:00 pm, demonstrating their capabilities.

Presentation should cover below features of proposed CRM software:

- Segregated handling of emergency and Non-emergency calls/issues, defined categories for docket generation (Within TAT, maximum 60 second) & docket closure and SOP/Call Flow for complete process.

- Every call received through various Inbound channels like Landline phone, mobile phone, e-mail, SMS, Mobile Appon the UAN should be answered within 6 seconds, with caller's location detection in a GPS enabled CRM and region wise routing of calls.

- Detailed description about functionality and architecture of CRM software, Docket tracking, team wise bin concept & feasibility. Quality highlights of proposed CRM.

- Complete handling of calls should be interlinked with CRMlike Call recording, Call conference, outbound calls with touch enabled and system based call handling with lessor manual activity.

- CRM based monitoring of SLAs and quality parameters.

- ACD & outbound dialer should be linked with CRM and all Inbound & Outbound calls should be logged and recorded in CRM with reference of raised incident number.

- Auto generated reports for team performance, SLA & quality parameters, Call AHT and for other defined indicators which can help in complete review of call center operation.

- Responsibility and plan for maintenance, upgradation and handling of downtime of software and its server.

Address for communication and EOI submission:

Sub: Expressions of Interest (EOI) from eligible and experienced firms for supply of CRM Software for operation of 24x7 Helpline (Call Centre) for National Highway users.

COO,

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