

Indian Highways Management Company Ltd. (IHMCL)

Invites Expressions of Interest (EOI) from eligible and experienced firms for setting up and running a 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 executive 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.

Expression of Interest (EOI) are invited from call centre companies with relevant experience in call centre operations 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 12.10.2017 at 011:00 am, demonstrating their capabilities.

Presentation should cover below detail of call centre operation:

- Segregated handling of emergency and Non-emergency calls/issues, docket generation with complete information and categories (Within TAT, maximum 60 second), docket closure, escalation matrix, Level-2 resolution team and SOP/Call Flow for complete process.
- Every call received through various Inbound channels like Landline phone, mobile phone, e-mail, SMS, Mobile App on 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 of latest technology and BOQ (Bill of Quantity) for equipment to be used for call center operations. Complete functionality should be interlinked with CRM like Automatic Call Distribution (ACD), Call recording Call conference, outbound calls with touch enabled and system based call handling and with lessor manual activity for all calls. State of the art technology for call handling desk.
- Detailed description about functionality and architecture of CRM software, Docket tracking, team wise bin concept & feasibility. Quality highlights of proposed CRM.
- Automatic Call Distribution (ACD) with following functionality like Identifying or determining the region from which the call is originating. Intelligent and skill- based call routing.
- Team structure and a complete overview of SLAs and quality parameters.

Address for communication and EOI submission:

Sub: Expressions of Interest (EOI) from eligible and experienced firms for setting up and running a 24x7 Helpline (Call Centre) for National Highway users.

COO,

Indian Highways Management Co. Ltd. 2nd Floor, MTNL Building, Sector-19, Dwarka, New Delhi -110 075 Email: info@ihmcl.com