

Indian Highway Management Company Ltd.

RFP for “24x7 Helpline (Call Centre) for Road Users on National Highways”

Pre-Bid Queries – Clarifications 1

S. No.	Ref. Clause	RFP Clause	Queries	Reply
1.	3.2.1 Technical Strength iii.	Bidder should have minimum 2 years of experience in supporting cell-ID based location detection technology for emergency helpline contact centres through GIS/CAD software and other call positioning software.	Request if experience of partner, who will be part of solution can be considered.	As per RFP
2	Technical Evaluation Scheme B Technical Strength B1	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 	We feel, in India scenario not many BPO players are more than 5-7 years old. Especially working with the Govt. Sector. Request if the below can be modified to: Experience in setting up and operationalizing call center service(s). <ul style="list-style-type: none"> • 5 to 6 years : 10 Marks • 6 to 7 years: 15 Marks • 7 to 8 years: 20 Marks • > 8 years : 25 Marks 	Please refer Corrigendum - 1
3	Technical Evaluation Scheme A Financial	Bidder’s Average Annual Turnover over the last 3 financial years (FY 2014-15, 2015-16 and 2016-17)*. <ul style="list-style-type: none"> • INR 30 to 35 Cr : 10 Marks 	Request clarification - Does this mean: 30 cr required in each of last 3 years OR it is to be read as average of last 3 years is 30 cr	As per RFP

	Strength	<ul style="list-style-type: none"> • INR 35 to 40 Cr : 15 Marks • >INR 40 Cr: 20 Marks 		
4	ARTICLE-6 PERFORMANCE SECURITY	6.2 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.	Having difference of only 25%, L1 bidder should not be penalized for additional 50 lakhs. L1 is already paying the required PBG for the complete contract period	Please refer Corrigendum - 1
5	10.1 BACKGROUND AND REQUIREMENT	<p>IX. As per preliminary assessment it is estimated that the Toll Plazas currently receive approximately 7-8 emergency calls per day on an average for every 50 km completed NH stretch and approximately 150 Non-Emergency calls on an average per of day. Increment in both type of calls is expected after launch of 24x7 helpline with 4 digit</p> <p>Toll Free Universal Access Number (UAN).</p> <p>X. At present, NHA's completed stretches under tolling is approximately 18,700 km and total length of NH is approximately 1 lakh Km.</p>	<p>Can we assume that total calls expected are $= (18,700/50) * 7.5 = 2805$ calls daily</p> <p style="text-align: center;">+</p> <p>Assitional 150 emergency calls daily</p>	As per RFP
6	10.2 OBJECTIVE	<p>IV. The call Centre will handle calls on 4-digit UAN "1033" from road users of tolled stretches on National Highways as well as other roads including NH and State Roads.</p> <p>The services shall be provided in English, Hindi and regional languages and the following access channels will be utilised:</p>	<p>Like to receive the %break-up of number of calls in hindi, english and regional calls. And how many calls will come via following mobile, landline, email, SMS, Mobile app</p>	As per RFP

		<p>a. Inbound channels: Mobile phone, Landline phone, e-mail, SMS, Mobile App,</p> <p>b. Outbound channels: Mobile phone, Landline phone, e-mail, SMS, Mobile App.</p>		
7	10.3.1 INFRASTRUCTURE & MANPOWER	II. The 4-digit Universal Access Number "1033" will be toll free for the road users. Payment to Telecom Service Provider for inbound (if applicable) / out bound calls made for addressing/escalating the incidence to concerned stake holder shall be the responsibility of Call Center Service Provider.	Request if the cost of outbound calls as well can be paid by NHAI on-actuals monthly bill, as the monthly calls volume is not predictable	As per RFP
8	10.3.1 INFRASTRUCTURE & MANPOWER	XI. Service provider has to deploy at least 1 team leader per 10 CCAs for floor management and handholding the CCAs.	For L2 agents, it is understood 1:10 ratio. Request for inbound and outbound CCAs, if the ratio can be increased to 1:15	As per RFP
9	10.3.2.2 Emergency & Non-Emergency Call Handling	I. The service provider should have facility for segregated handling of emergency and Non-emergency calls/issues, docket generation with complete information and categories (Within Turn-around-Time of maximum 60 second) & docket closure. The Service Provider should make outbound calls to the appropriate agency for further closure of incident.	We would need the existing SLA on turn-around-time. We also like to propose in case the same is not available, 03 months beta phase to baseline the same. Though, a max cap can always be proposed like 5 min	As per RFP and Please refer Corrigendum -1
10	10.3.2.3 Other Operational Requirements	III. Outbound Dialer Software will be used for making outbound calls from the agents to return disconnected, missed calls, calls in case of SMS,	Regeust SLA to call back missed calls, SMS, etc	Please refer Corrigendum -1
11	10.3.2.3 Other Operational	V. To ensure that every call received on the UAN "1033" is answered within 6 seconds,	SLA of 100% calls in 06 sec is a little difficult, considering this is emergency response call centre - Request as per	As per RFP

	Requirements		industry standard, like to propose the same to be 95% calls in 10 sec	
12	10.3.2.3 Other Operational Requirements	IX. The Service Provider should store the recordings for all In-bound and Out-bound calls for at least 180 days or till settlement of bill for the respective period, whichever is later.	Like to propose the same to be 90 days	As per RFP
13	10.3.3 TECHNOLOGY REQUIREMENT	VII. 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.	Like to mention, BPOs usually prepare its own in-house call centre and BPO' are ISO certified and not CMMi. Like to request waiver on CMMi clause	As per RFP
14	10.3.3 TECHNOLOGY REQUIREMENT	XVIII. IP phone to be deployed with High speed internet connection at CCA Desktop	Nowadays all BPOs has soft-phones on agents desktop, we request if hard-phone should not be made compulsive	AS per RFP
15	10.11 PAYMENT TERMS	VI. In case more time is required to verify the invoices against the Service Levels, IHMCL may choose to pay 60% of the invoice amount within 30 days and the balance 40% after verification of services rendered with respect to Service Level Agreements. .	Request the same can be changes to 80% and 20%, respectively. This is followed with other clents as well	As per RFP
16	3.2 ELIGIBILITY CRITERIA:	3.2.1 Technical Strength III. Bidder should have minimum 2 years of experience in supporting cell-ID based location detection technology for emergency helpline contact centers through GIS/CAD software and other call positioning software. (Bidder should submit work order and reference of at	Cell id based service experience should be mandatory for call center service provider. In India scope of cell id based service is very limited and only few projects are there where technology is used. It is limiting regular call center to apply and get the qualifying marks. Call centers have proven track record of handling large volumes may not be able to get through due to above said	As per RFP

		<p>least 2 customers (with contact details) which are using such Technology for more than 2 years). Duly filled specified format i.e. Form T-6, along with self-certified copy of Documentary proof in the form of copy of contract / work order and / or IHMCL's testimonials, if any, shall be submitted.</p>	<p>requirement. Thus cell id based experience requirement should be excluded.</p>	
17	10.3.2.3 Other Operational Requirements	<p>IV. The Service Provider, should maintain a GIS based map/data of the concerned Ambulance Service/ Trauma Centre/ Police Patrol/ Control Room and toll plaza operated by concessionaries, NHAH & Ministry of Road Transport and Highways. Service provider shall be responsible for procuring the requisite PRI lines for inbound and outbound calls at its own cost. The choice of Telecom Service Provider (TSP) from whom telephone line(s) to be obtained for mapping '1033' rests with the service provider who be responsible for handling disputes (if any) with the telecom service provider.</p>	<p>How the service provider will get the data of ambulances/vehicle available at toll plazas ? Is there any app which is to be linked between toll plaza and call center ?</p>	<p>All data pertaining to Ambulances/Tow way crane/ Highway Patrol/ Toll Plaza Incident Managers will be provided by IHMCL during development of process manual. Service Provider will be responsible to update all contact details provided by IHMCL in contact directory of CRM/Dialer/CTI to make any outbound calls. It's also the responsibility of the service provider to integrate any mobile app authorized by IHMCL/NHAH with call center without any further cost.</p>
18	10.3.3 TECHNOLOGY REQUIREMENT	<p>VII. The Service Provider is responsible to procure, operate and maintain the CRM software for the call center operations. The CRM software should be of CMMI Level 3 or above. It should have functionality for docket tracking, team-wise Bin</p>	<p>CRM software provider company should be CMMI Level 3 certified, not only the product.</p>	<p>Please refer corrigendum -1</p>

		concept, Bin-wise ticket forwarding and feasibility to bifurcate the emergency and Non-Emergency incidents. The CRM system shall have minimum 4 predefined user groups, namely - CCA, supervisor, systemadministrator and guest, and it should be scalable. CRM software should have the capability to monitor the predefined SLA and quality parameters.		
19	10.11 PAYMENT TERMS	II. The unit for payment shall be per Seat price quoted by the successful bidder for service provided 24x7x365 across 3 shifts per day.	What is the definition of per seat cost for billing purpose, if in a day login hours delivered for a seat is less than 24 hrs, however monthly login hours achieved, Will it be considered for a full seat billing ?	Please refer Corrigendum -1
20	Para III of 6.1 chapter "Payment for Services:"	stating as "The 4-digit Universal Access Number "1033" will be toll free for the road users so the called party shall be required to pay for inbound calls also to this number. Payment of the bills of Telecom Service Provider for such inbound calls as per prevailing tariff shall be responsibility of the service provider as the same is included in the per connect minute charges payable by IHMCL to the service provider.	The Commercial bidding is to be done on per seat basis including the telecom cost of the outbound and Toll Free call forwarding charges (if any). We request IHMCL to separate the telecom cost from the seat cost and make the same reimbursed on actual.	As per RFP
21	IP PHONES With Headset	Page no. 92, point no. 6 - IP PHONES With Headset The IP Phone should be provided with all desktops and it shall have an interactive and	We request the IHMCL to reduce the specs for such high end IP Phone as this is not going to help the call center	Please refer corrigendum -1

		<p>user-friendly alphanumeric display to make use of the key phone very simple. The IP Phone shall provide at least 6 programmable keys along with fixed feature buttons for Hold, Redial, Volume Up and Down, Mute, Hands free, Directory, Voice Message. There shall 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 and Message Waiting. The IP Phone shall have high resolution graphical gray scale LCD display. The IP Phone shall support Voice Activity Detection, Silence Suppression and Echo Cancellation.</p>	<p>executive. Most of the coordination and support work is performed using the computer software and the external IP Phone set is placed only to receive and make calls. These high end features are limited only in 1 or 2 brands and the cost of such IP phone can be equivalent or more than the cost of the overall software system. These high end IP Phones are used in Multinational Companies for the Top Executives or Directors. Features like voice activity detection is not a useful features in call center scenario.</p>	
22	ANNEXURE-6 Minimum Qualification Required For Manpower	Minimum Qualification Required For Manpower	<p>Minimum age should be revised to 18 years for L1 CCA and service provider should be allowed to hire mix of undergraduate and graduates, it will allow hiring pool to be filled fast during ramp up.</p>	As per RFP
23		General - BOQ	<p>Please share system configuration, details of technical parts, if some specific brand/configuration to be followed.</p>	As per RFP
24	3.2.2 Financial Strength	- Bidder should have an average Annual turnover of minimum INR 30 Crore (Rupees Thirty Crore), in the last 3 financial years	<p>We'd request relaxation in the following clause for annual turnover or >25 crores, instead of 30 crores</p> <p style="text-align: center;">2</p>	As per RFP

25	Objective	The call Centre will handle calls on 4-digit UAN "1033" from road users of tolled stretches on National Highways as well as other roads including NH and State Roads. The services shall be provided in English, Hindi and regional languages and the following access channels will be utilized.	Please specify the regional languages from which call center agents have to be employed	Please refer corrigendum -1
26	Infrastructure and Manpower	Manpower attrition at the call center should not be more than 2% of overall manpower per month. Biometric attendance for all manpower should be shared with IHMCL as softcopy and hardcopy (both) to reconcile the manpower attendance. Same should be matched with CRM login detail of CCA	Please specify if there is any commercial implications for attrition below 2	Please refer corrigendum -1
27	10.3.2.2. Emergency and Non- Emergency Call Handling	Emergency & Non-Emergency Call Handling, Every call received through various in-bound channels like Landline phone, mobile phone, e-mail, SMS, Mobile App on the UAN should be answered within 6 second, with caller's location detection in a GPS enabled CRM and region/language-wise routing of calls	Please clarify if region wise call routing needs to be done immediately or should a message be played in a standard language and prompt the caller for language selection	As per RFP
28	-		Please clarify if the payment of telecom charges be in scope of the service provider or IHMCL	As per RFP
29			Please specify if regional call centre setups are mandatory along with a centralized call center setup	As per RFP
30			Please specify any location preference for setting up of the centralized call centre. Will the call centre be preferred in	As per RFP

			Delhi?	
31	ELEIGIBILITY CRITERIA	The Bidder should have at least Five years of experience in setting up and operationalizing and running Call Centre Service(s) as on the last date of bid submission.	Request you to pls consider 2years of experience instead of 5Years.	As per RFP
32	-	General Query	In call recording pls confirm if screen recording required or not.If yes then what is the %?	As per RFP
33	-	General Query	Is BCP & DR required. If Yes Pls confirm the % of BCP required & location	As per RFP
34	ELIGIBILITY CRITERIA	Bidder should have an average Annual turnover of minimum INR 30 Crore (Rupees Thirty Crore), in the last 3 financial years (FY 2014-15, 2015-16 and 2016-17).	What is the calculation for average annual turnover of minimum INR 30 Cr. In the last 3 financial year.	As per RFP
35	EMD	The Bidder shall furnish Earnest Money Deposit (EMD) of INR 5 Lakh	Any exemption in EMD/RFP Cost for NSIC registered vendor ? The firms registered under NSIC are exempted for submission of tender fees and EMD. But they have to enclose valid documents in this regard.	As per RFP
36	Technical Strength	Bidders should have experience in call center operation with minimum 100 seats for Inbound calls and 300 seats for Out-bound calls.	Envisaged Contact Center is for very critical and emergency scenarios therefore eligible bidder must have experience of setting up minimum 2 Emergency Helpline Contact Center for Public Services for minimum 100 seats	As per RFP

37		Additional	Being a prestigious NHAI project, participating Contact Center vendor must be rated as 'Leaders / Challengers' in the 'Magic Quadrant for Contact Center Infrastructure, Worldwide' published by Gartner in any 2 consecutive of the report published in last 3 years	As per RFP
38		Additional	All the offered Contact Center components i.e. PBX, Gateways, ACD, CTI, IVR, Reporting, Voice & Screen Recording, Mass Notification System and IP Phones must be from same OEM to make sure there are not any interop related issues.	As per RFP
39		Additional	Participating contact center vendor must have tested and running setups with CAD and GIS integration in at least 2 setups across India	As per RFP
40	Background and Requirement	As per preliminary assessment it is estimated that the Toll Plazas currently receive approximately 7-8 emergency calls per day on an average for every 50 km of completed NH stretch and approximately 150 Non-Emergency calls on an average per day.	Kindly confirm if we have to consider 7-8 emergency and 150 non emergency ~ 160 calls (approx) for every 50 km of NH hence 3-4 calls per km per day. Thus, 400000 calls per day to cover 1 lakh km. However RFP ask for 40 agent contact center which is not enough to handle such a huge call volume. Kindly confirm the call volume per day for entire country to size the solution appropriately.	As per RFP
41		Additional	Kindly confirm what percent of calls will be transferred to Call Dispatchers from total calls received by call takers.	As per RFP
42		Additional	What is the average call hold time for call takers and call dispatchers to be	As per RFP

			considered for this project?	
43	OBJECTIVE	<p>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</p> <p>other issues related to toll plazas and facilities along the National Highways</p>	<p>Is IVR required to answer non-emergency call scenarios. If yes, what all integrations will be required from day 1, kindly name the applications details</p>	As per RFP
44	OBJECTIVE	<p>The call Centre will handle calls on 4-digit UAN "1033" from road users of tolled stretches on National Highways as well as other roads including NH and State Roads. The services shall be provided in English, Hindi and regional languages</p>	<p>Does this means call takers will be providing services in regional languages or system should also provide capability via IVR to provide non-emergency services via TTS in local languages. Kindly confirm?</p>	As per RFP
45	OBJECTIVE	<p>The call Centre will handle calls on 4-digit UAN "1033" from road users of tolled stretches on National Highways as well as other roads including NH and State Roads. The services shall be provided in English, Hindi and regional languages</p> <p>a. Inbound channels: Mobile phone, Landline phone, e-mail, SMS, Mobile App,</p> <p>b. Outbound channels: Mobile phone, Landline phone, e-mail, SMS, Mobile App.</p>	<p>Kindly confirm scalability needed for all SMS and Email channels repectively in per hour basis for example, how many email and sms, system should be capable in an hour both ways.</p> <p>Also confirm, how many call takers and call dispatchers will have will be dedicated for handling email and sms channels fromd day 1?</p>	As per RFP
46	Infrastructure & Manpower	<p>The service provider will be responsible for providing all infrastructure for Call Centre Services viz. Premises, Agent Software Licenses, Supervisor Licenses, PRI lines for Inbound and Outbound calls, Internet connection, switches, Media Gateway, CAD & GIS software for Cell Id based location detection, GIS/GPS integration with CRM,</p>	<p>Kindly confirm what level is integration is required between CAD and Call Center telephony features. Is call control needs to be extended to CAD application?</p>	As per RFP

		CRM Software, and Database server and other software at the Call Centre location, LAN, head set, PCs, SMS server, other hardware / software along with necessary license.		
47	Other Operational Requirements	Outbound Dialer Software will be used for making outbound calls from the agents to return disconnected, missed calls, calls in case of SMS, Email or other input sources. Automatic call back function would enable calling back the missed calls which may be received on the system. It has to work in conjunction with ACD as well.	Kindly confirm what percentage of calls can be considered abandoned to calculate the right no dialer ports. Also confirm if these calls will be directed to inbound call takers only as incoming calls, or they will be in different skill set of outbound campaign to attend such calls.	As per RFP
48	Other Operational Requirements	The Service Provider should store the recordings for all In-bound and Out-bound calls for at least 180 days or till settlement of bill for the respective period, whichever is later.	Kindly confirm if only voice recording is required or screen recording is also required. Also, confirm how will tracking of call recording will happen for later review for compliance or quality purpose? Kindly confirm if recording solution is to be deployed in High availability mode or not?	As per RFP
49	Other Operational Requirements	All existing SOS systems deployed at National Highways are to be integrated with UAN "1033" and it is the responsibility of CCAs to attend all calls received from SOS systems.	Kindly confirm if all these SOS systems are SIP ready from day 1 so that they can directly integrate with telephony system. If yes, how many SOS systems to be deployed.	As per RFP
50	Technology Requirement	Contact number of all Toll plazas, Emergency services, NHAI/IHMCL should be updated in CRM, IP EPBAX, ACD and other CTI functions to make out bound calls from call centre.	Kindly confirm the type of connectivity planned between Command Center and Dispatcher Locations (Tolls etc). Kindly confirm total number of such Dispatch locations to be considered across India to cover entire NHAI from	As per RFP

			Tolls etc	
51	Technology Requirement	Contact number of all Toll plazas, Emergency services, NHAI/IHMCL should be updated in CRM, IP EPBAX, ACD and other CTI functions to make out bound calls from call centre.	Kindly confirm the flow of communication between caller, call taker and call dispatcher. Will Call taker receive call from caller take Call dispatcher on conference and later call dispatcher after understanding the scenario drop call with caller and initiate new outbound call with dispatch vehicles at toll plaza like ambulance along with sending information on their mobile app or mdt device. Kindly confirm is this understanding of the flow is correct or not?	As per RFP
52	Technology Requirement	The Service Provider must offer application for rapid notification and mass broadcast through SMS, e-mail and Voice channels.	Kindly confirm how many voice ports needed for voice blast and is TTS is also required for playing dynamic announcement? Is conference facility also required during such scenario if yes, for how many ports?	As per RFP
53	Reporting Obligations	The Call center CRM / MIS system shall have capability to capture all call log details and provide at least following detailed reports. a) Inbound CRD b) Outbound CDR c) Docket Report d) Agent Productivity Reporting	Kindly confirm what all reports are required as part of Analytical reports, Dialer reports? Is real time reports also required, if yes, what is the refresh rate required? Kindly confirm what all agent productivity reports are needed and if any report designer tool required for custom reports?	As per RFP

		e) Call Audit Report f) Hourly Report g) Call Summary Report h) Docket Summary Report i) Analytical Reports j) First Time Resolution k) Auto generated reports – Dialer based/ CRM based		