

Request for proposal (RFP) for Selection of Agency for setting-up and operationalizing 24x7 NH Helpline 1033

Tender Ref No: IHMCL/1033Helpline/2025/01

Date : 11-08-2025



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The issue of this RFP does not imply that IHMCL is bound to select and short-list one of the Applications for Bid Stage or to appoint the selected Bidder or Concessionaire for the Project and IHMCL reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage , delivery fees, expenses associated with any demonstrations or presentations which may be required by IHMCL or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and IHMCL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the Bidding Process.

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1. Fact Sheet

Clause reference	Topic
Clause 6.5	The method of selection is L1 basis post technical qualification.
Clause 3.1	RFP can be Downloaded from https://etenders.gov.in Document Fee of Rs. 10,000 to be paid online and proof of payment to be submitted as per terms defined in the RFP.
Clause 5.5.3 (Annexure 12 for format)	EMD of INR 10 lakhs in the form of Bank guarantee OR electronic Bank Guarantee under Structured Financial Messaging System (SFMS).
Section 2, key dates	A pre-Bid meeting will be held as per timeline mentioned in Key Dates.
Clause 5.6.2	Proposals should be submitted in the following language(s): English
Clause 5.12	Proposals must remain valid 120 days after the submission date
Clause 5.5.4	Bidders must upload and submit on the eProcurement portal http://etenders.gov.in all the items (documents), as per the folder structure specified on the eProcurement portal.
	The proposal addressed to: Chief Operating Officer, Indian Highways Management Company Limited (IHMCL) G - 5& 6, NHAHQ New Delhi 110 075 Phone: +91-11- 25074100; 1804 Email: tenders@ihmcl.com Website: www.ihmcl.co.in
Clause 5.6.3	Proposals must be submitted no later than the date and time as mentioned in Key Dates. Proposals submitted after due date will not be accepted by the eProcurement portal.

2. Key dates

S.No.	Event Description	Deadline
1.	Invitation of RFP	11.08.2025
2.	Last date for receiving queries	21.08.2025
3.	Pre-Bid meeting*	25.08.2025 (15:00 Hrs IST) Address: Indian Highways Management Company Limited (IHMCL) G - 5& 6, NHAI HQ, Sector 10, Dwarka, New Delhi 110 075
4.	Bid Due Date	11.09.2025 (Up to 15:00 Hrs IST)
6.	Opening of Technical Bids	12.09.2025 (15:00 Hrs IST)
7.	Validity of Bids	120 days from Bid due date
8.	Opening of Financial Bids	To be intimated separately to technically qualified bidders

**Maximum 2 (two) participants are allowed per bidding entity. Name, Designation & Organization Name of participants to be emailed to tenders@ihmcl.com one day prior to the pre-bid meeting.*

3. Letter of Invitation and Background Information

3.1. Notice Inviting Tender

Bids are invited for the below mentioned work by Indian Highways Management Company Limited (IHMCL):

Name of the Work	EMD/ Bid Security	Document Fee (non-refundable)	Closing date and time for Online bid Submission
Request For Proposal (RFP) For Selection of Manpower Service provider for running operations for 24x7 NH Helpline – 1033 (Toll Free).	INR 10,00,000/-	INR 10,000/-	Submission of Bids

- 3.1.1. Any contract that may result from this public procurement competition will be issued for a term of 36 months ("the Term").
- 3.1.2. IHMCL reserves the right to extend this Agreement by one year at a time, for up to two additional years, on the same terms and conditions.
- 3.1.3. The complete Bidding Documents can be viewed / downloaded from e-procurement portal <http://etenders.gov.in>. The Bids shall be liable for summarily rejection unless accompanied by the requisite EMD as indicated above. Bids submitted after the closing date/time shall be summarily rejected.
- 3.1.4. The prospective bidder are hereby invited to submit their bids comprising Technical and Financial bids through e-tendering mode only by the bid due date. No other mode of submission is accepted. Bid shall be valid for 120 days w.e.f. bid due date. The bids should be submitted online only on e-tender portal of Government of India and in the prescribed formats. No change in the formats and / or other mode of bid submission is permissible.
- 3.1.5. No physical document shall be accepted unless and until the same is specifically stated in the RFP or it is a legal requirement.
- 3.1.6. IHMCL reserves the right to accept or reject any or all bids received before signing of Contract Agreement without thereby incurring any financial or other liability to the affected Bidders.

4. Definitions and Abbreviations

4.1. Definitions

In this document, the following terms shall have respective meanings as indicated:

- 4.1.1. **"Applicable Law"** means the laws, rules or regulations and any other instruments, having the force of law in Republic of India, as in force from time to time.
- 4.1.2. **"Authorized Representative"** means any person/agency authorized by IHMCL.
- 4.1.3. **"Applicant"** or **"Bidder"** or **"Manpower Service Provider"** means, an entity/company which participates in the Bid process and submits its proposal/bid pursuant to this RFP.
- 4.1.4. **"Commencement date"** means the date upon which the Successful bidder receives the notice to commence the work issued by IHMCL.
- 4.1.5. **"CCA"** means Call Centre Agents.
- 4.1.6. **"Technical service provider"** or **"C-DAC"** means, an entity/company which provides technology and related support as per order given by IHMCL.
- 4.1.7. **"Contract"** shall mean & include RFP, Notice for Inviting Tender (NIT), the tender documents and letter of acceptance thereof and the formal agreement, to be executed between IHMCL and the Successful bidder together with the complete documents referred to therein including the conditions with appendices and any special conditions, the specifications, designs, drawings, bill of quantities with rates and amounts. All these documents taken together shall be deemed to form one Contract and shall be complementary to each other.
- 4.1.8. **"ETC"** means Electronic Toll Collection
- 4.1.9. **"NHAI"** means National Highways Authority of India
- 4.1.10. **"IHMCL"** means Indian Highways Management Company Limited.
- 4.1.11. **"Law"** or **"Legislation"** - shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority.
- 4.1.12. **"Letter of Award (LOA)"** means the issue of a signed letter by IHMCL to Successful Bidder conveying its intention to accept the offer of Successful Bidder and awarding the work mentioning the total Contract Value.
- 4.1.13. **"Local Currency"** means the Indian Rupees.
- 4.1.14. **"MoRTH"** means Ministry of Road Transport and Highways.
- 4.1.15. **"Party"** shall mean IHMCL or Bidder individually and **"Parties"** shall mean IHMCL and Bidder collectively.
- 4.1.16. **"Personnel"** means persons hired by the Successful bidder as employees and assigned to the performance of the Services or any part thereof.
- 4.1.17. **"Purchaser"** means Indian Highways Management Company Limited (IHMCL).
- 4.1.18. **"Authority"** means Indian Highways Management Company Limited (IHMCL) and/or National Highway Authority of India (NHAI) as applicable.
- 4.1.19. **"RFID"** means Radio Frequency Identification.

- 4.1.20. **“RFP”** shall mean this Request for Proposal dated 11th Aug 2025, including the written clarifications & Corrigendum/Addendum issued by IHMCL in respect of the RFP from time to time.
- 4.1.21. **“Services”** means requirements defined in this RFP including all additional services associated thereto to be delivered by the Successful Bidder.
- 4.1.22. **“Successful Bidder”** means the Manpower Service provider, who, after the complete evaluation process, has been issued the Letter of Award by IHMCL.
- 4.1.23. **“Total Project Cost”** is the estimated amount payable by IHMCL to the Manpower Service provider as per the contract pursuant to award of the same, as calculated on the day of award, and excluding contingencies or penalties whose provisions exist in the contract, but whose values cannot be determined on the day of signing the contract.
- 4.1.24. **“National Payment Corporation of India (NPCI)”** is an umbrella organization for operating retail payments and settlement systems in India. NPCI facilitates NETC (National Electronic Toll Collection) Transactions among all member banks participating in the ‘NPCI Network’ and act as a centralized clearing and settlement body to settle the transactions and fee amount among the member banks.
- 4.1.25. **“Acquirer banks”** is a member of NPCI who acquires the Toll Plaza to facilitate the acceptance of ETC (Electronic Toll Collection) transaction for the payment through ETC Payment System.
- 4.1.26. **“Issuer banks”** is a member of NPCI which issues the ETC Tag to vehicle owner for the payment through ETC Tag.
- 4.1.27. **“Total Project Cost”** is the estimated amount payable by IHMCL to the Manpower Service provider as per the contract pursuant to award of the same, as calculated on the day of award, and excluding contingencies or penalties whose provisions exist in the contract, but whose values cannot be determined on the day of signing the contract.

“Any other term(s)”, not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

4.2. Abbreviations

Abbreviation	Expanded form
ACD	Automatic Call Distributor
AVLS	Automatic Vehicle Location System
CAD	Computer Aided Dispatcher
C-DAC	Centre for Development of Advanced Computing
CRM	Case Record Management
CTI	Computer Telephony Integration
EPE	Eastern Peripheral Expressway

EPH	Eastern Peripheral Highway
ETC	Electronic Toll Collection
FTE	Full Time Equivalent
GIS	Geographic Information System
GPS	Global Positioning System
IHMCL	Indian Highways Management Company Limited
LBS	Location Based Service
LoA	Letter of Award
MDT	Mobile Data Terminal
NETC	National Electronic Toll Collection
NH	National Highways
NHAI	National Highway Authority of India
POS	Point of Sales
PRI	Primary Rate Interface
PWD	Public Works Department
RFID	Radio Frequency Identification
RFP	Request for Proposal
SH	State Highway
SOP	Standard Operating Procedure
UAN	Universal Access Number

5. Instruction to bidders

5.1. General

- 5.1.1. IHMCL invites proposals/bids from eligible entities having the requisite technical and financial capabilities.
- 5.1.2. The Bids would be evaluated based on the evaluation criteria set out in this Request for Proposal (RFP) Document in order to identify the Successful Bidder for providing the services envisaged under this RFP.
- 5.1.3. Terms used in this RFP Document which have not been defined herein shall have the meaning recognized thereto in the draft Contract Conditions.
- 5.1.4. Pursuant to the release of this RFP Document, IHMCL shall receive bids, prepared and submitted in accordance with the terms set forth in this RFP Document and other documents provided by IHMCL pursuant to this RFP Document including annexure/ Appendix here to (collectively referred to as the "Bid Documents"), as modified, altered, amended and clarified from time to time by IHMCL.
- 5.1.5. This RFP Document and all attached documents are and shall remain the property of IHMCL and are transmitted to the Bidders solely for the purpose of preparation and the submission of their respective bids in accordance herewith. Bidders shall not use it for any purpose other than for preparation and submission of their bids.
- 5.1.6. The statements and explanations contained in this RFP Document are intended to provide an understanding to the Bidders about the subject matter of this RFP Document and shall not be construed or interpreted as limiting, in any way or manner whatsoever, the scope of services, work and obligations of the Successful Bidder to be set forth in the RFP or IHMCL right to amend, alter, change, supplement or clarify the scope of service and work, the Contract conditions to be awarded pursuant to the RFP Document including the terms thereof, and this RFP Document including terms herein contained. Consequently, any omissions, conflicts or contradictions in the Bid Document are to be noted, interpreted and applied appropriately to give effect to this intent and no claim on that account shall be entertained by IHMCL.
- 5.1.7. Bidders may note that IHMCL will not entertain any material deviations from the RFP Document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders will be unconditional and the Bidders would be deemed to have accepted the terms and conditions of the RFP Document with all its contents including the terms and conditions of the draft Contract Agreement. Any conditional Proposal is liable for outright rejection.
- 5.1.8. Conditional or incomplete proposals are liable to be treated as non-responsive and, therefore may be rejected at the sole discretion of IHMCL.
- 5.1.9. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- 5.1.10. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by IHMCL on the basis of this RFP.
- 5.1.11. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of IHMCL. Any notification of preferred bidder status by IHMCL. IHMCL may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of IHMCL.

- 5.1.12. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2. Preparation and Submission of Bid

- 5.2.1. Bid must be submitted online only at <http://etenders.gov.in> during the validity of registration with the e-Tendering Portal being managed by National Informatics Centre (NIC), i.e. <http://etenders.gov.in>. To participate in e-tendering, the intending participants shall register themselves in the website of URL.
- 5.2.2. The Authorized Signatory holding Power of Attorney and the person whose DSC is used for submission of bids must be the same.
- 5.2.3. Bidders/Applicants are advised to go through the FAQs, guidelines, instructions, manuals, policies, system setting procedures etc. as provided in the e-Procurement portal.
- 5.2.4. Tender form and relevant documents will not be sold /issued manually from offices.
- 5.2.5. Bidders are required to upload scanned copies of Bid Security, proof of online payment of cost Bidding Documents, Power of Attorney and other relevant document on the e-procurement portal.
- 5.2.6. All documents including Application Fee, EMD, Power of Attorney, relevant Appendices eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.
- 5.2.7. The date and time for online submission as mentioned in the section RFP document shall be strictly followed in all cases. The bidder/Applicants should ensure that their tender is submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Tender(s) not submitted online will not be entertained.
- 5.2.8. If for any reason, any interested bidder fails to complete any online stages during the complete tender cycle, IHMCL shall not be responsible for that and any grievance regarding that shall not be entertained.

5.3. Eligibility/Pre-Qualification criteria

5.3.1. A bidder meeting the specified criteria shall be deemed eligible to participate in this RFP. The Technical Proposals submitted by bidders will be assessed against the eligibility and pre-qualification requirements, based on the parameters outlined below.

S.No.	Requirement Parameter	Eligibility Conditions	Supporting Document to be provided
1.	Bidding Entity	<p>a) The bidder must be an Indian Company incorporated under the Companies Act, 1956/2013.</p> <p>b) The bidder must hold a valid Other Service Provider (OSP) registration from the Department of Telecommunications (DoT), Government of India, for setting up a call centre.</p> <p>Joint Ventures (JV) and Consortiums are not permitted</p>	<p>i. Copy of Certificate of Incorporation / Registration under Companies Act, 1956/2013</p> <p>ii. Registration Certificate from DoT.</p> <p>iii. Power of Attorney/Letter of Authorization as per Annexure 5.</p> <p>iv. PAN Card</p> <p>v. GST Registration</p>
2.	Annual Turnover	<p>The bidder must have an average annual turnover of at least INR 50 Crores from BPO business over the last three financial years (FY 2021-22, FY 2022-23 and 2023-24).</p> <p><i>Only the turnover of the bidding entity will be considered. Turnover from parent, subsidiary, associated, or other related entities will not be included.</i></p>	<p>i. Certificate from the Statutory Auditor/CA clearly specifying the annual turnover for the specified years in Annexure 4</p>
3.	Net worth	<p>Bidders must have a positive net worth for the past three financial years (FY 2021-22, 2022-23, and 2023-24).</p> <p>For the purposes of this RFP, net worth refers to the total value of paid-up share capital and reserves generated from profits and the securities premium account, after deducting accumulated losses, deferred expenditure, and miscellaneous expenses not written off, as stated in the audited balance sheet. Revaluation reserves, depreciation write-backs, and amalgamation-related adjustments are excluded from this calculation.</p> <p>Only the net worth of the bidding entity will be taken into consideration, with no inclusion of the net worth from parent, subsidiary, associated, or other related entities. Let me know if you'd like further refinements.</p>	<p>i. Certificate from the Statutory Auditor/CA clearly specifying the net worth of the firm as per format provided in Annexure 4.</p>

4.	Technical Capability	<p>a) The bidder must have a minimum of 3 years of experience in establishing and managing call centre operations in India, as of the bid submission date.</p> <p>and</p> <p>b) The bidder must have experience in operating call centre with at least 150 seats with inbound calls, outbound calls and other related activities such as non-voice processes, technical support, and data entry work, within the last five years.</p> <p>and</p> <p>c) Any project experience in implementing call centre services for emergency response* for central or state government departments, entities, and public sector units (PSUs) in India in last 5 years.</p> <p>The relevant projects must be either completed or in operation as of the bid submission date.</p> <p>Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations.</p>	<p>i. Work Order, Contract, or Experience Certificate clearly specifying the scope of work, number of inbound and outbound seats, and the year of execution.</p> <p>ii. Completion/In-Operation Phase Certificate issued and signed by the competent authority of the client, presented on the entity's official letterhead.</p> <p>IHMCL retains the authority to reach out to the competent authority referenced in the supporting documents for verification. The prescribed self-certification format and Summary of project experience can be found in the RFP Annexure 09 respectively.</p>
5.	Non-Blacklisting/Debarment/Termination	<p>The bidder must not have been blacklisted or debarred or terminated by any State or Central Government Department or Public Sector Undertakings (PSUs) in India or abroad as of the bid submission date.</p> <p><i>Additionally, any bidder declared ineligible by IHMCL, NHAI, the Ministry of Road Transport & Highways, Government of India, or any other State or Central Government agency or Public Sector Undertakings due to involvement in corrupt or fraudulent practices shall be disqualified from participating in this tender.</i></p>	<p>i. Undertaking on firm's letter head in format as per Annexure 1.</p>
6.	No. of employees	<p>Bidder shall have minimum 500 employees on the payroll of the company.</p>	<p>i. Valid proof of EPF/ESI documents of the employees</p>

- 5.3.2. For projects where contract value or any amount is in any currency other than Indian Rupees, than the foreign currency conversion rate available on Reserve Bank of India's portal as on the date of release of the RFP document shall be used for conversion of amount in foreign currency to Indian Rupees equivalent.
- 5.3.3. The Bidders must provide all supporting documents specified above in support of each eligibility requirement in line with the criteria stipulated in Clause 5.3.1. Only those Bidders who meet all the above pre-qualification criteria shall be considered for further evaluation of their Technical Proposals.
- 5.3.4. The following conditions shall be adhered to while submitting an application:
- Applicants should attach clearly marked and referenced continuation sheets in the event that the space provided in the prescribed forms in the Annexures is insufficient. Alternatively, Applicants may format the prescribed forms making do provision for incorporation of the requested information.
 - Information supplied by an Applicant must apply to the Applicant, Member or Associate named in the Application and not, unless specifically requested, to other associated companies or firms.

5.4. Pre-Bid Meeting & Clarification

- 5.4.1. Bidder's query
- IHMCL shall hold a pre-bid meeting with the prospective bidders on date & time as mentioned in Key Dates.
 - The Bidders will have to ensure that their queries for Pre-Bid meeting should be emailed one day before pre-bid meeting on email id tenders@ihmcl.com.
 - In case of a VC – Meeting details shall be sent to those email IDs from whom queries have been received by due date. Interested bidders may ask for meeting details prior to the pre-bid meeting.
 - Applicants requiring any clarification on the RFP may notify IHMCL by e-mail (tenders@ihmcl.com). They should send in their queries in .xlsx format before the date specified in the schedule of Bidding Process as per format provided in Annexure 10. The responses will be sent by published on e-tender portal.
 - IHMCL shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by IHMCL.
- 5.4.2. Responses to Pre-Bid queries and Issue of Corrigendum
- IHMCL will endeavor to provide timely response to all queries. However, IHMCL makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does IHMCL undertake to answer all the queries that have been posed by the bidders.
 - At any time prior to the last date for receipt of bids, IHMCL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
 - The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the e-tender website.
 - Any such corrigendum shall be deemed to be incorporated into this RFP.
 - In order to provide prospective Bidders reasonable time for taking the corrigendum into account, IHMCL may, at its discretion, extend the last date for the receipt of Proposals.

5.5. Key requirement of the Bid

5.5.1. Right to terminate the process

- a). IHMCL may terminate the RFP process at any time and without assigning any reason. IHMCL makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b). This RFP does not constitute an offer by IHMCL. The bidder's participation in this process may result IHMCL selecting the bidder to engage towards execution of the contract.

5.5.2. RFP Document Fees

- a). The RFP documents have been made available to be downloaded without any fee from the website www.etenders.gov.in.
- b). The document fee should be deposited in IHMCL bank account and proof of payment (receipt, UTR details etc.) shall be submitted in Bid Proposal. IHMCL bank account details for deposit of Document Fee is as mentioned below: -
 - A/c Holder Name = Indian Highways Management Company Limited
 - Bank Name = Canara Bank
 - A/c No. = 8598201006217
 - IFSC = CNRB0008598
 - Branch = Delhi NHAI Dwarka Branch New Delhi-110075

5.5.3. Earnest Money Deposit (EMD)

- a). Bidders shall submit, along with their Proposals, an EMD of Rs. 10 Lakhs only, in the form of a Electronic Bank Guarantee under Structured Financial Messaging System (SFMS). The payment transfer related information is as follows:
 - i. EMD BG in the format specified in Annexure 12 issued by a scheduled commercial bank in favor of Account details as mentioned below. The EMD BG should remain valid for a period of 60 days beyond the final tender validity period.
 - ii. Electronic Bank Guarantee under Structured Financial Messaging System (SFMS):
 - A/c Holder Name = Indian Highways Management Company Limited
 - Bank Name = Canara Bank
 - A/c No. = 8598201006217
 - IFSC = CNRB0008598
 - Branch = Delhi NHAI Dwarka Branch New Delhi-110075
 - iii. The Successful Bidder's EMD will be returned, without any interest, upon the Successful Bidder signing the Contract and furnishing the Performance Security in accordance with the provisions thereof. IHMCL may, at the Successful Bidder's option, adjust the amount of EMD in the amount of Performance Security to be provided by him in accordance with the provisions of the Contract.
 - iv. Any bid not accompanied by an acceptable Earnest Money Deposit and Document Fee shall be rejected by IHMCL as non-responsive.
 - v. The Earnest Money Deposit of unsuccessful bidders will be returned upon written request from the unsuccessful bidder, after expiry of the period of Bid Validity prescribed by IHMCL or Signing of Contract Agreement between IHMCL and successful bidder.

- vi. The Earnest Money Deposit of the Successful Bidder will be discharged when the Successful Bidder has furnished the required Performance Security and signed the Contract Agreement.
- vii. The Bid Security / Earnest Money will be forfeited:
 - (i) If the Bidder withdraws or modifies the Bid during the period of Bid validity.
 - (ii) If the Bidder does not accept the correction of the bid price, pursuant to clause pertaining to imbalance bid.
 - (iii) In the case of a Successful Bidder, if the Bidder fails within the specified time limit to sign the Contract; and/or
 - 1. furnish the required Performance Security; or
 - 2. if the Bidder is found to be engaged in corrupt or fraudulent practices.

5.5.4. Submission of Bids

- a). All documents including Application Fee, EMD, Power of Attorney, relevant annexures, eligibility documents etc. need to be submitted on e-tender portal. The Bidder shall submit the scanned copy of the original documents as mentioned in the RFP along with the bid on or before due date of submission. Evaluation of bids shall be carried out with the available scanned copy of original document submitted by bidder on e-portal as per RFP requirement. However, the successful bidder has to submit the original documents physically with IHMCL before the issue of LOA.
- b). Bidders should submit their responses as per the procedure specified in the e-Procurement portal (<http://etenders.gov.in>) being used for this purpose. Generally, the items to be uploaded on the portal would include all the related documents mentioned in this RFP, such as:
 - Tender Fee
 - EMD
 - Pre-qualification response
 - Technical qualification response
 - Financial proposal
 - Additional certifications/documents E.g. Power of Attorney, certificates on turnover, etc.
 - All relevant appendices and supporting documents as required on RFP
- c). However, each of the above documents must be uploaded in the format specified for this purpose and as per the specified folder structure in the e-Procurement portal.
- d). The bidder must ensure that the bid is digitally signed by the Authorized Signatory of the bidding firm and has been duly submitted within the submission timelines. IHMCL will in no case be responsible if the bid is not submitted online within the specified timelines.
- e). All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder's Proposal.
- f). The Applicant shall provide all the information sought under this RFP. IHMCL will evaluate only those Applications that are received in the required formats and complete in all respects. Incomplete and /or conditional Applications shall be liable to rejection.

- g). The Application/Bid Documents uploaded on e-tender portal shall be typed or written in indelible ink and signed by the authorized signatory of the Applicant who shall also initial each page. In case of printed and published documents, only the cover shall be initialed. All the alterations, omissions, additions or any other amendments made to the Application shall be initialed by the person(s) signing the Application.

5.5.5. Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal. A copy of the same should be uploaded under the relevant section/folder on the e-Procurement portal.

5.6. Preparation and submission of Proposal

5.6.1. Proposal preparation costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. IHMCL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.6.2. Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

5.6.3. Deadline for submission of proposals

The bid must be submitted on the eProcurement portal <http://etenders.gov.in> by the date and time specified for the RFP. Any proposal submitted on the portal after the above deadline will not be accepted and hence shall be automatically rejected. IHMCL shall not be responsible for any delay in the submission of the documents.

IHMCL may, at its discretion, extend the deadline for submission of Bids by issuing an amendment in which case all rights and obligations of IHMCL and the Bidders previously subject to the original deadline will thereafter be subject to the deadline extended.

Offer by fax / e-mail will not be accepted and shall be treated as void *ab-initio*.

5.6.4. Late Bids

Bids submitted after the due date will not be accepted by the eProcurement system (<http://etenders.gov.in>) and hence will automatically be rejected. IHMCL shall not be responsible for any delay in the online submission of the proposal.

5.7. Alternate Proposals by the Bidders

Bidder shall submit only one bid/offer for this RFP that fully complies with the requirement of the RFP including conditions of Contract. Conditional offer or alternate offer will not be considered further in the process of tender evaluation.

5.8. Deviations

The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviation is provided, the bidder would not be allowed that to withdraw the deviation submitted.

The Evaluation Committee would evaluate and classify them as “material deviation” or “nonmaterial deviation “. In case of any material deviations, the Committee would be entitled to reject the bid.

5.9. Evaluation process/ Selection procedure

- 5.9.1. IHMCL will constitute an Evaluation Committee to evaluate the responses of the bidders.
- 5.9.2. The Evaluation Committee constituted by IHMCL shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- 5.9.3. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- 5.9.4. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, visit to Bidder’s site and/ or arrange discussions with their professional, technical faculties to verify claims made in Technical Bid documentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Proposal.
- 5.9.5. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- 5.9.6. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

5.10. Modifications/ substitution/ withdrawal of Applications

- 5.10.1. The Applicant may modify, substitute or withdraw its Application after submission, provided that written notice of the modification, substitution or withdrawal is received by IHMCL prior to the Bid Due Date. No Application shall be modified, substituted or withdrawn by the Applicant on or after the Bid Due Date.
- 5.10.2. Any alteration/ modification in the Application or additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by IHMCL, shall be disregarded.

5.11. Tender Opening

- 5.11.1. IHMCL shall open the Applications as per Key Timelines mentioned in RFP, at the place specified in RFP and in the presence of the Applicants who choose to attend.
- 5.11.2. Applications for which a notice of withdrawal has been submitted in accordance with Clause 5.10 shall not be opened.
- 5.11.3. IHMCL will subsequently examine and evaluate Applications in accordance with the provisions set out in this RFP.

- 5.11.4. Applicants are advised that selection of Applicants will be entirely at the discretion of IHMCL. Applicants will be deemed to have understood and agreed that no explanation or justification on any aspect of the Bidding Process or selection will be given.
- 5.11.5. Any information contained in the Application shall not in any way be construed as binding on IHMCL, its agents, successors or assigns, but shall be binding against the Applicant if the Project is subsequently awarded to it on the basis of such information.
- 5.11.6. IHMCL reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any or all Application(s) without assigning any reasons.
- 5.11.7. If any information furnished by the Applicant is found to be incomplete, or contained in formats other than those specified herein, IHMCL may, in its sole discretion, exclude the relevant project from computation of the Eligible Score of the Applicant.
- 5.11.8. In the event that an Applicant claims credit for an Eligible Project, and such claim is determined by IHMCL as incorrect or erroneous, IHMCL shall reject such claim and exclude the same from computation of the Eligible Score, and may also, while computing the aggregate Experience Score of the Applicant, make a further deduction equivalent to the claim rejected hereunder. Where any information is found to be patently false or amounting to a material representation, IHMCL reserves the right to reject the Application and/ or Bid.

5.12. Tender Validity

- 5.12.1. Bids shall remain valid for a period of 120 days from the Bid due date. Any Bid valid for a shorter period shall be rejected as non-responsive. IHMCL has sole discretion to extend the period beyond 120 days.
- 5.12.2. In exceptional circumstances, IHMCL may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing; however, no modification to such bid shall be permitted.

5.13. Tender Evaluation

- 5.13.1. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;
 - Are not submitted in as specified in the RFP document.
 - Received without the Letter of Authorization (Power of Attorney)
 - Are found with suppression of details.
 - With incomplete information, subjective, conditional offers and partial offers submitted.
 - Submitted without the documents requested in the RFP.
 - Have non-compliance of any of the clauses stipulated in the RFP.
 - With lesser validity period
- 5.13.2. All responsive Bids will be considered for further processing as below.
- 5.13.3. IHMCL will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.
- 5.13.4. During evaluation and comparison of bids, IHMCL may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing via email, asking the Bidder to respond by a specified date, and also mentioning therein that, if the Bidder does not comply or respond by the date, his tender will be

liable to be rejected. No post bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents shall be sought only in case of historical documents which pre-existed at the time of the bid opening, and which have not undergone change since then.

5.14. Imbalanced Bid

- 5.14.1. Further, in case where the bid of the successful bidder is less than 85% of the average of all bids received, the successful bidder shall have to submit an Additional Performance Security (APS) in the form of a Bank Guarantee for 5% of the total project cost. The other requirements of APS are same as those of Performance Security, IHMCL may also require Bidder to produce a detailed price analysis for any or all items in the Bill of Quantities, to demonstrate the internal consistency of the proposed System. The total project cost shall be calculated based on the rates quoted by the bidder in Annexure 8, multiplied by the full project duration of 36 months. This additional BG shall be as per format and with validity and claim period as mentioned in clause 5.20 and clause 5.21.

5.15. Award Criteria

IHMCL will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per RFP Clause 6.5.

5.16. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

IHMCL reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals 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 grounds for IHMCL's action.

5.17. Proprietary data

- 5.17.1. All documents and other information supplied by IHMCL or submitted by an Applicant to IHMCL shall remain or become the property of IHMCL. Applicants are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Application. IHMCL will not return any Application, or any information provided along therewith.

5.18. Correspondence with the Applicant

- 5.18.1. Save and except as provided in this RFP, IHMCL shall not entertain any correspondence with any Applicant in relation to the acceptance or rejection of any Application.

5.19. Notification of Award of Contract

- 5.19.1. Prior to the expiration of the Bid validity, IHMCL will notify the Successful Bidder that his Bid has been accepted. IHMCL will mention the contract value in the LOA.
- 5.19.2. The Contract will incorporate all agreements between IHMCL and the Successful Bidder. It will be signed by IHMCL and the Successful Bidder after the security is furnished by the Successful Bidder. IHMCL will issue notice to commence the work after signing of Contract Agreement or submission of Performance Security as the case may be.

- 5.19.3. Upon furnishing of the Performance Security by the Successful Bidder, IHMCL will promptly notify the other Bidders that their Bids have been unsuccessful. EMDs of unsuccessful Bidders will be returned back to them after signing of Contract with the Successful Bidder or after the expiry of the validity period of the Bids, whichever is earlier.

5.20. Performance Security

- 5.20.1. Within 15 (Fifteen) days of the receipt of the Letter of Award, the Successful Bidder shall submit an irrevocable and unconditional Bank guarantee issued in the name of IHMCL for an amount equal to 5% of Total Project Cost, issued by a Bank described under this RFP which shall be verified at any branch located in the National Capital territory of Delhi and through SFMS mode as performance security for the due performance of its obligations under the Contract. The total project cost shall be calculated based on rate quoted by the bidder in Annexure 8 (refer section 7.6) multiplied by number of months in the entire duration of the project. (i.e. three years)
- 5.20.2. The aforesaid Bank Guarantee shall be as per the format given in format provided in this RFP and will be valid for a period of 180 days after the expiry of Contract period and shall also have a minimum claim period of 1 year. Format for submission of Performance Bank Guarantee is placed at Annexure 7.

5.21. Bank Guarantee (BG)

- 5.21.1. The Bank Guarantee in the name of IHMCL issued by the following banks would only be accepted:
- Any Nationalized Bank
 - Any Scheduled Commercial Bank approved by RBI having a net worth of not less than Rs. 500 crores as per the latest Audited Balance Sheet of the Bank. In the case of a Foreign Bank (issued by a branch in India), the net worth in respect of the Indian operations shall only be taken into account.
 - A Foreign Bank (issued by a branch outside India) with a counter guarantee from any Indian Nationalized Bank.
 - Export Import Bank of India
- 5.21.2. The acceptance of the Bank Guarantees shall also be subject to the following conditions: -
- The capital adequacy of the Bank shall not be less than the norms prescribed by RBI.
 - The bank guarantee issued by a Cooperative Bank shall not be accepted.

5.22. Signing of Contract

Post submission of Performance Guarantee by the successful bidder, IHMCL shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder.

5.23. Failure to Agree with the Terms and Condition of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event IHMCL may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, IHMCL shall invoke the PBG of the most responsive bidder.

5.24. Complaint Proposals/ Completeness of Response

- 5.24.1. Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 5.24.2. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- a). Comply with all requirements as set out within this RFP.
 - b). Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP.
 - c). Include all supporting documentations specified in this RFP.

5.25. Change Request

- 5.25.1. The following would constitute a Change request
- a). Any work which has not been specifically mentioned in the scope of work

5.26. Power of Attorney

- 5.26.1. The Bidder should submit a notarized Power of Attorney in the format provided at Annexure 5 or Letter of Authorization for authorizing the signatory of the Bid to sign the Bid and all related documents. It is clarified that Bidders may submit equivalent documents (for example, delegation of power, board resolution copy), in lieu of this document, as applicable.

5.27. Confidentiality

- 5.27.1. Information relating to the examination, clarification, evaluation, and recommendation for the Applicants shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising IHMCL in relation to, or matters arising out of, or concerning the Bidding Process. IHMCL will treat all information, submitted as part of Application, in confidence and will require all those who have access to such material to treat the same in confidence. IHMCL may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or IHMCL or as may be required by law or in connection with any legal process.

5.28. Tests of responsiveness

- 5.28.1. Prior to evaluation of Applications, IHMCL shall determine whether each Application is responsive to the requirements of the RFP. An Application shall be considered responsive only if:
- a). If the Authorized Signatory holding Power of Attorney and Signatory are not the same.
 - b). If a bidder submits a conditional bid or makes changes in the terms and conditions given in this RFP document
 - c). Failure to comply with all the requirements of RFP document by a bidder.
 - d). If the financial bid is not submitted in the formats prescribed in the RFP document
 - e). If any requisite document/ certificate is not in the prescribed format the same shall not be considered while evaluating the Bids and the same may lead to Bid being declared as non-responsive.

and

- f). The bid contains any pre-condition, assumption or qualification.
- g). It is not non-responsive in terms hereof.

5.28.2. IHMCL reserves the right to reject any Application which is non-responsive and no request for alteration, modification, substitution, or withdrawal shall be entertained by IHMCL in respect of such Application.

5.28.3. Any entity (the Bidder, its Member or Associate was, either by itself or as member of a Consortium) which has been barred by the Central Government, or any entity controlled by it, from participating in any project by any govt. organization or PSU and the bar subsists as on the date of Application, or has been declared by IHMCL as non-performer/blacklisted would not be eligible to submit an Application, either individually or as member of a Consortium.

5.29. Fraud and Corrupt Practices

5.29.1. IHMCL will reject a proposal for award and appropriate EMD or the Performance Security, as the case may be, if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

5.29.2. IHMCL will declare the Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract by IHMCL if it at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract, or during execution.

5.29.3. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or employee of IHMCL in the procurement process or in Contract execution.

5.29.4. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of IHMCL and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid process at artificial non-competitive levels and to deprive IHMCL of the benefits of free and open competition.

5.30. Conflict of Interest

5.30.1. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Purchaser shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Purchaser for, inter alia, the time, cost and effort of the Purchaser including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.

5.30.2. The Purchaser requires that the Successful bidder provides solutions which at all times hold the Purchaser's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Successful bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Purchaser.

5.31. Miscellaneous

- 5.31.1. The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.
- 5.31.2. IHMCL, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- a). suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto.
 - b). consult with any Bidder in order to receive clarification or further information.
 - c). retain any information and/ or evidence submitted to IHMCL by, on behalf of, and/ or in relation to any Bidder; and/ or
 - d). independently verify, disqualify, reject and/ or accept any or all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.
- 5.31.3. It shall be deemed that by submitting the Bid, the Bidder agrees and releases IHMCL, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or in future.
- 5.31.4. If the Bidder has committed a transgression under this RFP such as to put its reliability or credibility into question, IHMCL shall be entitled to blacklist and debar such Bidder for any future tenders/contract award process in its sole and absolute discretion.
- 5.31.5. Compliance to be ensured w.r.t. Office Memorandum of Department of Expenditure, dated 23 July 2020, and any related clarifications, subsequent guidelines issued by Department of Expenditure, as applicable, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017. Bidder may visit website of Department of Expenditure (<https://doe.gov.in/>) for more details on the said Office Memorandum.

6. Examination and Evaluation of Bids

6.1. Bid Opening

- 6.1.1. Opening of Bids will be done through online process only.
- 6.1.2. IHMCL shall open Technical Bids as per schedule specified in Key Dates, in the presence of the authorized representatives of the Bidders, who choose to attend. IHMCL will examine and evaluate the Bids in accordance with the provisions of this RFP.
- 6.1.3. During evaluation and comparison of bids, IHMCL may, at his discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing via email, asking the Bidder to respond by a specified date, and also mentioning therein that, if the Bidder does not comply or respond by the date, his tender will be liable to be rejected. No post bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents shall be sought only in case of historical documents which pre-existed at the time of the bid opening, and which have not undergone change since then.

6.2. Phase-1: Pre-Qualification Stage

- 6.2.1. The Technical Bids will be evaluated by an Evaluation Committee. The Bidder shall have to fulfill all the Eligibility Criteria as specified in the RFP (Section 5.3). Following documents shall be evaluated as per part of Pre-Qualification stage: - Document Fee, EMD/Bid Security, PoA and other Eligibility Documents and Annexures.
- 6.2.2. The Bidder shall have to submit all the required documents as per various formats provided in Annexures. These documents will be scrutinized in this phase of evaluation. Those Bidders who do not fulfill the terms and conditions of Eligibility Criteria as specified in this tender will not be eligible for further evaluation.
- 6.2.3. Evaluation of Bids by the Evaluation Committee shall not be questioned by any of the Bidders. IHMCL may ask Bidder(s) for additional information, visit to Bidder's site and/or arrange discussions with their professional, technical faculties to verify claims made in Technical Bid documentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Financial Proposal.
- 6.2.4. Based upon the evaluation of these documents and the conditions specified in the RFP, IHMCL shall announce the names of the Bidders who have qualified for Phase-2 Technical Qualification. It is hereby clarified that Technical Qualification evaluation of only such Bidders who are declared qualified as stated herein shall be performed.

6.3. Phase-2: Technical Qualification

- 6.3.1. The Technical Proposals of the Bidders shall be evaluated based on the Technical Evaluation Framework as listed in the Table below:

Section	Evaluation Criteria	Total Marks
A	Relevant Project Experience	50
B	Manpower Evaluation	30
C	Approach & Methodology	20
Overall Technical Score Total		100

6.4. Evaluation parameter for Technical Proposal

6.4.1. The Technical evaluation of the bids shall be carried out as per criteria provided below:

S.No.	Technical Evaluation Criteria	Maximum Marks	Supporting Document required
A.	Relevant Project Experience	50	
A1	<p>Experience in setting up and operationalizing call centre service(s) as on bid due date.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> • 3 Years and more but less than 5 years = 8 marks • For every additional 2 year of experience beyond 3 years, additional 1 mark shall be provided up to maximum 2 additional marks. 	10	<p>I. Work order/ Contract agreement/ LOA clearly highlighting the relevant scope of work.</p> <p>AND</p> <p>II. Completion Certificate or In-Operation phase Certificate issued & signed by the competent authority of the client on the entity's letterhead.</p>
A2	<p>Experience in setting up and operationalizing for In-bound calls, out-bound calls, other related activities such as non-voice processes, and technical support, as on bid due date in a specific project.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> • Equal to or more than 150 Seats* = 15 marks • For every additional 50 Seats* beyond 150 Seats, additional 1 mark shall be provided up to maximum 5 additional marks <p>Note: Seats refers to total inbound seats and outbound seats</p>	20	<p>The bidder is required to submit a summary of project as per format in Annexure - 09.</p> <p>IHMCL reserves the right to contact the afore-mentioned competent authority.</p> <p>The completion certificate may specify successful execution or in-operation status of a part of the order meeting the requirement.</p>
A3	<p>Overall experience in implementing call centre services for emergency response for central or state government departments, entities, and public sector units (PSUs) in India.</p> <p>Marks shall be allotted as given below:</p> <ul style="list-style-type: none"> • Emergency response experience less than 3 Years = 5 Marks • Emergency response experience equal to or more than 3 Years, but less than 5 Years = 10 Marks 	20	

	<ul style="list-style-type: none"> Emergency response experience equal to or more than 5 Years = 20 Marks <p>Note*: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations.</p>		
All Above project experience should be complete or in-operation phase as on bid due date.			
B	Manpower Evaluation	30	Assessment to be based on responses of Annexure 13-B and submitted valid documents.
Scoring based on Manpower Qualifications (B) to be done based on Annexure 13-A.			
C	Approach & Methodology	20	Assessment to be based on Proposal Submitted & Presentation made by Bidder before the Tender Evaluation Committee.
Details to be covered (C) shall include, but not be limited to, those specified in Annexure 6.			

6.4.2. The **Minimum technical score to qualify for Financial Proposal evaluation (ST) is 70 marks out of total 100 marks**. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set-out time frame as provided by Evaluation Committee, otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the proposal is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the proposal. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee. The bidders shall also assist the committee in getting relevant information from the bidders' references.

6.5. Phase-33: Final stage: Financial Bid Evaluation

6.5.1. The Financial Bids of technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives.

6.5.2. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

6.5.3. **The Lowest Quoting Bidder will be selected as per the lowest Gross Total Value (GTV), designated as L1, for awarding of the contract** and consecutive bidders, based on their respective Gross Total Value, will be designated as L2, L3 etc. The Gross Total Value shall be exclusive of GST. Applicable GST shall be charged separately as per prevailing rates and shall be payable in addition to the quoted amount. **Refer Annexure 8.**

- 6.5.4. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- 6.5.5. The bid price will include all taxes and levies except GST and shall be in Indian Rupees.
- 6.5.6. Any conditional bid would be rejected.
- 6.5.7. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
- 6.5.8. "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail". If the bidder does not accept the correction of errors, its Bid shall be rejected and the EMD will be forfeited.

6.6. Award Criteria

- 6.6.1. IHMCL will award the Contract to the successful L1 bidder (as mentioned in clause 6.5.3) whose proposal has been determined to be substantially responsive.

7. Conditions of contract

7.1. Conditions of Contract

- 7.1.1. These Conditions shall supplement or amend the other parts of the Bidding Documents and whenever there is a conflict; provision herein shall prevail over those in the other parts of the Bidding Documents.

7.2. Governing Language

- 7.2.1. All correspondence and other documents to be exchanged by the parties shall be written in the English language. The version written in English language shall govern its interpretation.

7.3. Applicable Law

- 7.3.1. Appropriate laws as in force in Republic of India shall apply

7.4. Interpretation

- 7.4.1. In interpreting these Conditions of Contract, singular also means plural, male also means female or neuter, and the other way around. Headings have no significance. Words have their normal meaning under the language of the Contract unless specifically defined.
- 7.4.2. The Bidders are expected to examine all terms and instructions included in the RFP Document. During preparation of the technical proposal, the bidders shall make their own assessment of staff to undertake the assignment.

7.5. Right to Amend Project Scope

- 7.5.1. IHMCL reserves the right to increase or decrease the number of Manpower up to 50% of the total manpower submitted (Annexure 8) at the time of Contract Signing, without assigning any reason at any time during the Contract Period, and no compensation shall be paid to the Successful bidder on account of de-scoping.
- 7.5.2. IHMCL reserves the right to request additional services from the selected bidder, limited to a maximum of 25% of the total project cost. The total project cost shall be calculated based on the rates quoted by the bidder in Annexure 8, multiplied by the full project duration of 36 months.

7.6. Payment Terms & Timelines

- 7.6.1. Payments shall be made exclusively in Indian Rupees. IHMCL will release payments to the Manpower Service Provider on a monthly basis, upon submission of invoices. The invoice amount shall be based on the Gross Total Value (GTV) for one month, as quoted by the bidder in Annexure-8. The quoted cost per person per month must be inclusive of all applicable charges (in compliance to the scope defined in the RFP), excluding Goods and Services Tax (GST), and shall remain fixed for the entire duration of the Contract. GST applicable on the invoiced goods and services shall be reimbursed by IHMCL on an actual basis, in accordance with prevailing rates. **No additional charges or payments shall be made by IHMCL beyond the agreed monthly GTV and applicable GST.**
- 7.6.2. IHMCL will not make any Advance Payment or provide any financial security against the work order / Contract. The Manpower Service provider will raise the invoice every month after successful commissioning of services.

- 7.6.3. Bidder should provide all prices, as per the prescribed format in Annexure 08. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
- 7.6.4. The invoices shall also be supported by the following reports:
- Reports against service levels achieved under SLA 01 to SLA 07.
 - Monthly Report as mentioned in section 9.1.30.
 - Biometric Attendance Report of all manpower mentioned in Section 9.1.7
 - CRM login detail report for CCA, Level 2 team, backend, team leaders and social media team. All above documents should be submitted in both hardcopy and softcopy format. IHMCL may ask for more supporting documents, as per its requirement.
 - The Manpower Service provider shall submit verifiable documentation for all deployed manpower, including personnel added based on operational needs or increased service demand. The documents must include:
 - Employee PF records
 - Insurance

Compliance with all applicable labor laws, including minimum wage requirements and other statutory regulations, is mandatory.
 - IHMCL can ask for more supporting documents, as per its requirement.
- 7.6.5. The invoice shall be paid by IHMCL within 30 days of the invoice submission date, subject to applicable penalties / deductions, if any.
- 7.6.6. 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.
- 7.6.7. During Stage 1: Preparation Phase – encompassing Knowledge Transfer, Hiring, and Training – the payment terms shall not be applicable. Accordingly, IHMCL will not be liable to make any payments to the manpower service provider during this phase. (Refer Section 8.3)
- 7.6.8. Financial Bid Format as per Annexure-8.**
- 7.6.9. FTE represents 8 hours login per day, 240 hours login for 30 days calendar month and 248 hours login for 31 days calendar month. Every logged manpower seat in a shift should have frequent call handling during login hours.
- 7.6.10. Any reduction in login hours due to absenteeism, office breaks, shift changes, weekly off etc. should be managed by the Manpower Service provider by deploying additional manpower and roaster system.
- 7.7. Prices**
- 7.7.1. IHMCL reserves the right to ask the Successful bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- 7.7.2. All payments shall be made subject to adjustment of applicable damages.
- 7.7.3. Quoted Value by the bidder shall be inclusive of all applicable charges excluding GST and fixed for the entire Contract period in Annexure-8.

7.8. Start of Assignment

- 7.8.1. Successful bidder shall commence development, deployment, and integration of technology by coordination with the C-DAC from the date of signing of contract agreement or date of issuance of instruction for commencement notice issued by IHMCL.
- 7.8.2. The Successful bidder shall have sufficient teams to complete the assignment and submit the deliverables as per scope of work defined in RFP. Non-fulfillment of this requirement or delay in submission of reports would attract penalties.

7.9. Damages

- 7.9.1. As defined in Section 9 of this RFP.

7.10. Contract Period

- 7.10.1. The Contract Period for the Project shall be 3 years from date of signing of Contract Agreement.
- 7.10.2. IHMCL reserves the right to extend this Agreement by one year at a time, for up to two additional years, on the same terms and conditions.

7.11. Insurance

- 7.11.1. The Successful bidder shall effect and maintain at its own cost, during the Contract period, such insurances for such maximum sums as may be required under the Applicable Laws, and such insurances as may be necessary or prudent in accordance with Good Industry Practice to cover third party claims, theft, accidental damage, vandalism, fire, flood, and Force Majeure events.

7.12. Force Majeure

- 7.12.1. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence of a Force Majeure event which is beyond the control of any of the Parties, including, but without limited to, fire, flood, explosion, acts of God or any governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, pandemics, strikes, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.
- 7.12.2. If a Force Majeure arises, the Successful bidder shall promptly notify IHMCL in writing of such condition and the cause thereof. Unless otherwise directed by IHMCL, the Successful bidder shall continue to perform his obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Parties shall be excused from performance of their respective obligations in whole or part as long as such Force Majeure event continues to prevent or delay such performance by the Parties. However, in case such Force Majeure event lasts for a continuous period of 60 days, either Party may terminate the Contract.

7.13. Indemnification

- 7.13.1. The Successful Bidder shall indemnify, defend, save and hold harmless, IHMCL, NHAI and MoRTH and their officers, employees, servants, and agents (hereinafter referred to as the "IHMCL Indemnified Persons") against any direct loss, damage,

claims, cost and expense of whatever kind and nature (including without limitation, legal fees, claims and expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of or are based upon any order passed by any statutory authority including Courts, tribunals or other judicial/quasi-judicial authorities, on account of breach of the Successful Bidder's obligations under this Contract or any other related agreement or otherwise, any fraud or negligence attributable to the Successful bidder or its Agents under contract or tort or on any other ground whatsoever, all eventualities of theft, dacoity, robbery, etc., except to the extent that any such suits, proceedings, actions, demands and claims has arisen due to any breach or default of this Contract on the part of IHMCL Indemnified Persons.

7.13.2. The Successful Bidder shall indemnify IHMCL Indemnified Persons from all legal obligations in respect of professionals deployed by the Successful Bidder. IHMCL Indemnified Persons shall also stand absolved of any liability on account of death or injury sustained by the Successful Bidder's workmen, staff/employees during the performance of their work and also for any damages or compensation due to any dispute between the Successful Bidder and its workmen, staff/employees.

7.13.3. In addition to the aforesaid, the Successful bidder shall fully indemnify, hold harmless and defend IHMCL Indemnified Persons from and against any and all direct loss, damage, cost and expense of whatever kind and nature (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of, or are based upon any demands, claims, suits or proceedings arising out of claims of infringement of any domestic or foreign patent rights, copyrights or other intellectual property, proprietary or confidentiality rights with respect to any materials, information, design or process used by the Successful Bidder or by its Agents in performing the Successful bidder's obligations or in any way incorporated in or related to this Contract. If in any such suit, action, claim or proceedings, a temporary restraint order or preliminary injunction is granted, the Successful bidder shall make every reasonable effort, by giving a bond (of the type and value as required) or otherwise, to secure the revocation or suspension of the injunction or restraint order and continue to perform its obligations hereunder. If the Successful bidder is unable to secure such revocation within a reasonable time, it shall, at its own expense, and without impairing the Specifications and Standards, shall rectify such defaults and shall also be liable for damages to IHMCL for the corresponding loss during the interim period on this account.

7.13.4. The provisions of Clause 7.13 shall survive Termination.

7.13.5. The remedies provided under Clause 7.13 are not exclusive and shall not limit any rights or remedies that may otherwise be available to IHMCL Indemnified Persons at law or in equity.

7.14. Termination

7.14.1. **ON EXPIRY OF THE CONTRACT:** Subject to the condition mentioned under Clause 7.10, the Agreement shall be deemed to have been automatically terminated on the expiry of the Contract Period unless IHMCL has exercised its option to further renew the Contract Period in accordance with the provisions, if any, of the Contract.

7.14.2. **ON ACCOUNT OF FORCE MAJEURE:** Either Party shall have the right to terminate the Contract on account of Force Majeure, as set forth in Clause 7.12.

7.14.3. **ON BREACH OF CONTRACT:** IHMCL may terminate the Contract if the Successful bidder causes a Fundamental Breach of the Contract. Fundamental Breach of Contract includes, but shall not be limited to, the following:

- a). The Successful bidder fails to carry out any obligation under the Contract.
- b). The Successful bidder submits the IHMCL a statement which has a material effect on the rights, obligations, or interests of the IHMCL and which the Successful Bidder knows to be false
- c). The Successful bidder without reasonable excuse fails to commence the work in accordance with relevant clauses.
- d). Has failed to furnish the required securities or extension thereof in terms of the Contract.
- e). The Successful bidder stops work and the stoppage has not been authorized by IHMCL.
- f). The Successful bidder at any time during the term of the Contract becomes insolvent or winds up its business or makes a voluntary assignment of its assets for the benefit of its creditors.
- g). If the Successful bidder, in the judgment of the Employer, has engaged in the corrupt or fraudulent practice in competing for or in executing the Contract.
- h). Repeated occurrence of any SLA parameter as mentioned in Section 9 of this RFP.
- i). Notwithstanding anything stated in this Agreement, in the event that any of the defaults ("Fundamental Breach") specified below shall have occurred, IHMCL shall provide 30 days' notice period to the Successful Bidder [hereinafter referred to as "Cure Period Notice").
- j). If the Successful Bidder fails to cure the default within the Cure Period, the Successful Bidder shall be deemed to be in default of this Agreement [the "Successful Bidder's Default"), unless the default has occurred solely as due to Force Majeure or for reasons not attributable to the Successful Bidder. The Cure Period under this Clause shall be calculated from the date of issuance of the notice to the Successful Bidder or when the default comes into the knowledge of the Manpower Service provider, whichever is earlier.

7.14.4. The Successful bidder sub-contracts any assignment under this Agreement without written approval of IHMCL.

7.14.5. Any other fundamental breaches as specified in the RFP.

7.14.6. Notwithstanding anything contained herein, IHMCL reserves the right to terminate the Contract at its sole discretion by providing a prior notice of 30 days, without assigning any reason. In such an event, the compensation payable to the successful bidder shall be determined in accordance with the Termination Payment clause. The terminated service provider shall ensure a smooth and complete handover of responsibilities, documentation and support during transition period.

7.14.7. Upon Termination (except on account of expiry of Term of this Agreement, Force Majeure or under clause 7.14.6 above), IHMCL shall be entitled at the sole discretion to:

- a). Appropriate the entire Performance Security or part thereof as Damages; and

- b). Debar/Blacklist the Successful bidder from participating in any other project/assignment/work of IHMCL for a period as determined by IHMCL in its sole discretion.

7.14.8. Without prejudice to any other rights or remedies which IHMCL may have under this Agreement, upon occurrence of Successful bidder's Default, IHMCL shall be entitled to terminate this Agreement by issuing a Termination Notice to the Successful bidder; provided that before issuing the Termination Notice, the IHMCL shall by a notice inform the Successful bidder of its intention to issue such Termination Notice and grant 15 (fifteen) days to the Successful bidder to make a representation, and may after the expiry of such 15 (fifteen) days, whether or not it is in receipt of such representation, issue the Termination Notice.

7.15. Appropriation of Performance Security

7.15.1. Upon failure of the Successful bidder to commence the services, for any reason whatsoever, within the period set forth in this Contract or the extended period thereunder, IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to levy Damages as per Clause 7.9 here in above.

7.15.2. IHMCL shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate the relevant amounts from the Performance Security as Damages or any other amounts payable to IHMCL under this Contract as and when such Damages or other amounts become due and payable. Upon such encashment and appropriation from the Performance Security, the Successful bidder shall, within 10 days thereof, replenish, in case of partial appropriation, to its original level of the amount guaranteed under the Performance Security, and in case of appropriation of the entire Performance Security, provide a fresh Performance Security, as the case may be failing which IHMCL shall be entitled to terminate this Agreement in accordance with clause 7.14 hereof.

7.16. Change Control Note (CCN)

7.16.1. This applies to and describes the procedure to be followed in the event of any proposed change to contract, site Implementation, and Service levels. Such change shall include, but shall not be limited to, changes in the scope of services provided by Successful bidder and changes to the terms of payment.

7.16.2. Change requests in respect of the contract, the site implementation, or the Service levels shall emanate from the Parties' representative who shall be responsible for obtaining approval for the change and who shall act as its sponsor throughout the Change Control Process and shall complete Part A of the CCN (Annexure 11). CCNs shall be presented to the other Party's representative who shall acknowledge receipt by signature of the authorized representative of the Purchaser.

7.16.3. Successful bidder and Authority while preparing the CCN, shall consider the change in the context of whether the change is beyond the scope of Services including ancillary and concomitant services required.

7.16.4. The CCN shall be applicable for the items which are beyond the stated/implied scope of work as per the RFP document.

7.17. Insurance

7.17.1. Insurance during the Contract Period:

The Successful bidder shall, at its cost and expense, purchase and maintain during the Contract Period, such insurances as are necessary for the work including but not limited to the following:

- a). Successful bidder's all risk insurance with IHMCL as co-beneficiary.
- b). Comprehensive third-party liability insurance with the IHMCL as co-beneficiary;
- c). Workmen's compensation insurance with the IHMCL as co-beneficiary.
- d). Any other insurance that may be necessary to protect the Successful bidder, its employees and the Project against loss, damage or destruction at replacement value including all Force Majeure Events that are insurable and not otherwise covered in items (a) to (d) with IHMCL as beneficiary/co-beneficiary.

7.17.2. Evidence of Insurance Cover:

- a). The Successful bidder shall, from time to time, provide to IHMCL copies of all insurance policies (or appropriate endorsements, certifications or other satisfactory evidence of insurance) obtained by it in accordance with Contract Agreement.
- b). If Successful bidder shall fail to effect and keep in force the insurance for which it is responsible pursuant hereto, IHMCL shall have the option to take or keep in force any such insurance and pay such premium and recover all costs thereof from Manpower Service provider or to forfeit deposit/ Performance guarantee from the Successful bidder and pay or restoration for the same.

7.17.3. Application of Insurance Proceeds:

- a). All moneys received under insurance policies shall be promptly applied by the Successful bidder towards repair or renovation or restoration or substitution of the Project or any hardware/equipment/device thereof which may have been damaged or required repair/modification.
- b). The Successful bidder shall carry out such repair or renovation or restoration or substitution to the extent possible in such manner that the Project, or any part thereof, shall, after such repair or renovation or restoration or substitution be as far as possible in the same condition as they were before such damage or destruction, normal wear and tear excepted.
- c). For insurance policies where IHMCL is the beneficiary and where it received the insurance proceeds, only such sums are required from the insurance proceeds for restoration, repair and renovation of the Project.

7.17.4. Validity of Insurance Cover:

- a). The Successful bidder shall pay the premium payable on such insurance Policy/Policies so as to keep the insurance in force and valid throughout the Contract Period and furnish copies of the same to IHMCL for each year/policy period. If at any time the Successful bidder fails to purchase, renew and maintain in full force and effect, any and all of the Insurances required under the Contract Agreement, IHMCL may at its option purchase and maintain such insurance and all sums incurred by IHMCL therefore shall be reimbursed by the Successful bidder forthwith on demand, failing which the same shall be recovered by IHMCL by encashment of Performance Security, exercising right of set off or otherwise.

7.18. Miscellaneous

7.18.1. Standard of Performance:

- a). The Successful bidder shall undertake to perform the services with the highest standards of professional and ethical competence and integrity which are, amongst others, ESSENCE of this assignment. Keeping in view the sensitivity involved in such assignments, the personnel deployed should maintain confidentiality/integrity at all times and should work in a professional manner to protect the interest of IHMCL. The firm shall promptly replace any personnel deployed under this contract that IHMCL considered unsatisfactory.

7.18.2. Representations and Warranties of the Parties: The Parties represents and warrants to the each other that:

- a). It is duly organized and validly existing under the applicable laws, and has full power and authority to execute and perform its obligations under this Contract and to carry out the Scope of Work/transactions contemplated herein this Contract and nothing material has been concealed by the Successful bidder.
- b). It has taken all necessary corporate and other actions under applicable laws to authorize the execution and delivery of this Contract and to validly exercise its rights and perform its obligations under this Contract.
- c). This Contract constitutes its legal, valid and binding obligation, enforceable against it in accordance with the terms hereof, and its obligations under this Contract will be legally valid, binding and enforceable obligations against it in accordance with the terms hereof.
- d). The information furnished in the Bid and as updated on or before the date of this Contract is true and accurate in all respects as on the date of this Contract.
- e). The execution, delivery and performance of this Contract will not conflict with, result in the breach of, constitute a default under, or accelerate performance required by any of the terms of its Memorandum and Articles of Association or any Applicable Laws or any covenant, contract, agreement, arrangement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- f). There are no actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of this Contract or which individually or in the aggregate may result in any material impairment of its ability to perform any of its obligations under this Contract;

7.18.3. Waiver of immunity:

- a). Each Party unconditionally and irrevocably:
 - i. agrees that the execution, delivery and performance by it of this Contract constitute commercial acts done and performed for commercial purpose.
 - ii. agrees that, should any proceedings be brought against it or its assets, property or revenues in any jurisdiction in relation to this Contract or any transaction contemplated by this Contract, no immunity (whether by reason of sovereignty or otherwise) from such proceedings shall be claimed by or on behalf of the Party with respect to its assets;)
 - iii. waives any right of immunity which it or its assets, property or revenues now has, may acquire in the future or which may be attributed to it in any jurisdiction; and
 - iv. consents generally in respect of the enforcement of any judgment or award against it in any such proceedings to the giving of any relief or the issue of any

process in any jurisdiction in connection with such proceedings (including the making, enforcement or execution against it or in respect of any assets, property or revenues whatsoever irrespective of their use or intended use of any order or judgment that may be made or given in connection therewith).

7.18.4. Waiver:

- a). Waiver, including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Contract:
 - i. shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Contract.
 - ii. shall not be effective unless it is in writing and executed by a duly authorized representative of the Party; and
 - iii. shall not affect the validity or enforceability of this Contract in any manner.
- b). Neither the failure by either Party to insist on any occasion upon the performance of the terms, conditions and provisions of this Contract or any obligation there under nor time or other indulgence granted by a Party to the other Party shall be treated or deemed as waiver of such breach or acceptance of any variation or the relinquishment of any such right hereunder.

7.18.5. Liability for review of Documents:

- a). Except to the extent expressly provided in this Contract:
 - i. no review, comment or approval by IHMCL, any document submitted by the Successful bidder, nor any observation or inspection of the Services performed by the Successful bidder nor the failure to review, approve, comment, observe or inspect hereunder shall relieve or absolve the Successful bidder from its obligations, duties and liabilities under this Contract, the Applicable Laws and applicable permits; and
 - ii. IHMCL shall not be liable to the Successful bidder by reason of any review, comment, approval, observation or inspection referred to in Sub-clause (a) above.

7.18.6. Exclusion of implied warranties etc.

7.18.7. This Contract expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.

7.18.8. Survival

- a). Termination shall:
 - i. not relieve the Successful bidder or IHMCL, as the case may be, of any obligations hereunder which expressly or by implication survive Termination hereof; and
 - ii. except as otherwise provided in any provision of this Contract expressly limiting the liability of either Party, not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of or caused by acts or

omissions of such Party prior to the effectiveness of such Termination or arising out of such Termination.

- b). All obligations surviving Termination shall only survive for a period of 3 (three) years following the date of such Termination.

7.18.9. Entire Agreement:

- a). This Contract, the RFP and the Sections hereto together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Contract are abrogated and withdrawn. For the avoidance of doubt, the Parties hereto agree that any obligations of the Successful bidder arising from the Request for Proposals shall be deemed to form part of this Contract and treated as such.

7.18.10. Severability:

- a). If for any reason whatever any provision of this Contract is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties will negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the Dispute Resolution Procedure set forth under this Contract or otherwise.

7.18.11. No partnership:

- a). This Contract shall not be interpreted or construed to create an association, joint venture or partnership between the Parties, or to impose any partnership obligation or liability upon either Party and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party.

7.18.12. Third parties:

- a). This Contract is intended solely for the benefit of the Parties and their respective successors and permitted assigns and nothing in this Contract shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a Party to this Contract.

7.18.13. Successors and assigns:

- a). This Contract shall be binding upon and inure to the benefit of the Parties and their respective successors and permitted assigns.

7.18.14. Dispute resolution procedure:

- a). Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this Agreement (including its interpretation) between the Parties, and so notified in writing by either Party to the other Party (the "Dispute") shall, in the first instance, be attempted to be resolved amicably.

- b). The Parties agree to use their best efforts for resolving all Disputes arising under or in respect of this Agreement promptly, equitably and in good faith. In the first instance, the Dispute shall be referred to the Chairman of the IHMCL and the Chairman of the Board of Directors (or equivalent) of the Successful Bidder or their nominees for amicable settlement, and upon such reference, the said persons shall meet no later than 7 (seven) business days from the date of reference to discuss and attempt to amicably resolve the Dispute. If such meeting does not take place within the 7 (seven) business day period or the Dispute is not amicably settled within 15 (fifteen) days of the meeting or such longer period as may be mutually agreed by the Parties, either Party may refer the Dispute to arbitration.
- c). Any Dispute which is not resolved amicably shall be finally settled by arbitration to be conducted in accordance with the rules of arbitration of the Society For Affordable Redressal Of Disputes (SAROD).
- d). The seat of such arbitration shall be New Delhi.
- e). The rights and obligations of the Parties shall remain in full force and effect, pending the Award in any arbitration proceedings hereunder. The parties unconditionally acknowledge and agree that notwithstanding any dispute between them, each Party shall proceed with the performance of its respective obligations, pending resolution of Dispute in accordance with the procedure agreed herein.

7.18.15. Compensation for Breach:

- a). Compensation for default by the Successful Bidder
 - i. In the event of the Successful Bidder being in breach of this Contract, unless such default or delay is on account of Force Majeure, the Selected Bidder shall pay to IHMCL, by way of compensation, all direct costs suffered or incurred by the IHMCL because of such breach, within 30 days of receipt of the demand from the IHMCL.
 - ii. Without limiting generality of the Clause 7.18.16, the Successful Bidder shall pay to IHMCL by way of compensation, all direct costs suffered or incurred by IHMCL incurred as a result of any and all losses, claims, damages and liabilities (including, without limitation, legal fees and other expenses incurred in connection with any suit, action or proceeding or any claim asserted, as such fees and expenses are incurred), joint or several, that arise out of , or based upon:
 - a. any untrue statement or misrepresentation of a material fact provided by the Successful Bidder or an omission to state a material fact required to be communicated.
 - b. any non-performance or breach of the roles, responsibilities, representations, warranties, undertakings, and declarations contained herein by the Successful Bidder or its directors, employees, personnel or representatives, as the case may be.
 - c. Negligence, fraud or misconduct of the Successful Bidder or any of its employees, agents, affiliates or advisors.

7.18.16. Limitation of Liability:

- a). The Successful Bidder's liability under this Contract shall be determined as per Applicable law. The Successful Bidder shall be liable to IHMCL for loss or damage

occurred or caused or likely to occur on account of any act of omission on the part of the Successful Bidder its affiliates, subsidiaries, stockholders, subcontractors, suppliers, directors, officers, employees, assigns and agents, including loss caused to IHMCL on account of defect in goods or deficiency in services on the part of Successful Bidder or his agents or any person / persons claiming through or under said Successful Bidder.

- b). Notwithstanding anything stated herein above, the liability for Successful bidder shall NOT exceed the contract Value.
- c). This limitation of liability shall not affect Successful bidder's liability, if any, for direct loss or damage to Third Parties caused by Successful bidder or any person or company acting on behalf of Successful bidder in carrying out the Services. The Successful bidder is advised to take necessary measures, such as insurance, etc. to cover any direct loss or damages to third party impacted by the services of Successful bidder.

7.18.17. Intellectual Property Rights:

- a). All Intellectual Property of the respective Parties shall continue to vest with the respective Party and one Party may make use of the Intellectual Property only with the express consent of the other Party. However, it shall be agreed and acknowledged by the Successful bidder that intellectual property rights in the Proprietary Information as well as any other data or information/ reports generated during the performance of services as set out in this RFP by the Successful bidder shall always vest with IHMCL and Successful bidder will not have any right in such IPR whatsoever.
- b). All products and related solutions and fixes provided pursuant to the Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such product, the ownership of which shall continue to vest with the product owner. Implementation Agency would be responsible for arranging any licenses associated with products.
- c). "Product" shall mean any computer code, web-based services, or materials comprising commercially released, pre-release or beta products (whether licensed for a fee or no charge) and any derivatives of the foregoing which are made available to Purchaser for license which is published by product owner or its affiliates, or a third party. "Fixes" means product fixes that are either released generally (such as commercial product service packs) or that are provided to you when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) and any derivatives of the foregoing.

7.18.18. Notices:

- a). Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Contract shall be in writing and shall:
 - i. in the case of the Successful bidder, be given by facsimile or e-mail and by letter delivered by hand to the address given and marked for attention of the person set out below or to such other person as the Successful bidder may from time to time designate by notice to IHMCL; provided that notices or other communications to be given to an address outside Delhi may, if they are subsequently confirmed by sending a copy thereof by registered acknowledgement due, air mail or by courier, be sent by facsimile or e-mail to

the number as the Successful bidder may from time to time designate by notice to IHMCL;

- ii. in the case of IHMCL, be given by facsimile or e-mail and by letter delivered by hand and be addressed to the [•] of IHMCL with a copy delivered to IHMCL Representative or such other person as IHMCL may from time to time designate by notice to the Successful bidder; provided that if the Successful bidder does not have an office in Delhi it may send such notice by facsimile or e-mail and by registered acknowledgement due, air mail or by courier; and
- iii. any notice or communication by a Party to the other Party given in accordance herewith shall be deemed to have been delivered when in the normal course of post it ought to have been delivered and in all other cases, it shall be deemed to have been delivered on the actual date and time of delivery; provided that in the case of facsimile or e-mail, it shall be deemed to have been delivered on the working day following the date of its delivery.

7.18.19. Sub-Contracting:

- a). The Successful bidder shall not sub-contract any assignment to a third party.

7.18.20. Confidentiality of the Assignment/Findings:

- a). The Successful Bidder shall not, during the term of assignment and within two years after its expiration, disclose any propriety or confidential information relating to the services, this assignment or IHMCL's business or operations without prior written consent of IHMCL.

7.18.21. Modification:

- a). Modification of the terms and conditions of this Contract, including any modification of the scope of the Services, may only be made by written agreement between the Parties as the case may be, has been obtained.

7.18.22. Language:

- a). All notices required to be given by one Party to the other Party and all other communications, Documentation and proceedings which are in any way relevant to this Contract shall be in writing and in English language.

7.18.23. Information security:

- a). The Manpower Service Provider shall not carry any written or printed document, layout diagrams, CD, hard disk, storage tapes, other storage devices or any other goods /material proprietary to 1033 helpline into or out of any location without written permission from the IHMCL.
- b). The Manpower Service Provider shall not destroy any unwanted documents, defective tapes/media present at any location on their own. All such documents, tapes or media shall be handed over to the IHMCL.
- c). All documentation and media at any location shall be properly identified, labelled and numbered by the Manpower Service Provider. The Manpower Service Provider shall keep track of all such items and provide a summary report of these items to the IHMCL whenever asked for.

7.18.24. IHMCL, or its designated consultants, reserves the right to conduct an operational assessment of the services provided by the Manpower Service Provider at any time during the contract period.

8. 1033 Helpline Project Details

8.1. Background

- 8.1.1. The National Highways Authority of India (NHAI) was constituted by an Act of Parliament, the National Highways Authority of India Act, 1988. It is responsible for the development, maintenance and management of National Highways entrusted to it and for matters connected or incidental thereto. NHAI is mandated to implement National Highways Development Project (NHDP). NHAI awards works for construction and maintenance of highways to BOT Concessionaires.
- 8.1.2. With the expansion in road network, motorization and urbanization in the country, the number of road accidents have surged. Road traffic injuries and fatalities have emerged as a major public health concern and one of the leading causes of deaths, disabilities and hospitalizations imposing severe socio-economic costs on the society.
- 8.1.3. Indian Highways Management Company Limited (IHMCL) was established on December 26, 2012, in accordance with the Companies Act, 1956, to manage electronic tolling and other related tasks in collaboration with NHAI, its Concessionaires, and Financial Institutions.
- 8.1.4. On the completed NH stretches the Concessionaires manages incidents in their corresponding tolled stretch and each Concessionaire has their specific mobile number advertised for incident management along the corresponding highway stretch.
- 8.1.5. A single 4-digit Toll Free Universal Access Number (UAN) i.e. “1033” is envisaged to be established as Help Line Number to facilitate road users of National Highways for reporting of Emergency and Non-Emergency related issues.
- 8.1.6. The Department of Telecommunications, Ministry of Communications and Information Technology, has allocated the short code '1033' for NH Helpline.
- 8.1.7. Emergency calls are accident-related calls and non-emergency calls received from NH road users typically include queries related to toll collection issues, FASTag related calls, Electronic Toll Collection related issues and other issues related to toll plazas and facilities along the National Highways.
- 8.1.8. To ensure prompt response and assistance following accidents on tolled sections, concessionaires are required to supply ambulances for immediate first aid during the critical golden hour and subsequent transport of accident victims to the nearest hospital or trauma care centre. Additionally, they must provide tow trucks for the removal of disabled vehicles and patrol vehicles for monitoring unauthorized activities and guiding road users.
- 8.1.9. The indicative call centre parameters are as follows:

Indicative Current daily call centre load:

Parameter	Shift 1 (07:00 AM – 04:00 PM)	Shift 2 (01:00 PM – 10:00 PM)	Shift 3 (10:00 PM – 07:00 AM)
Call volume* (non-emergency)	7,880	8,300	4,060
Call volume* (emergency)	445	480	475
Average call handling time** (non-emergency)	170	181	162
Average call handling time** (emergency)	145	147	178
Level-1 CCA	80	80	40
Level-2 Dispatcher	6	6	7
Total	86	86	47

Indicative daily call centre load:

Note: The following shift hours include working hours only, timing of breaks are to be adjusted accordingly.

Parameter	Shift 1 (07:00 AM – 03:00 PM)	Shift 2 (03:00 PM – 11:00 PM)	Shift 3 (11:00 PM – 07:00 AM)	General Shift (10:00 AM – 06:00 PM)
Average call volume* (non-emergency)	6900 – 9085	7215 – 9524	3300 – 4320	7640 – 10086
Average call volume* (emergency)	380 – 506	430 – 570	420 – 560	410 – 546
Average call handling time** (non-emergency)	172	187	157	172
Average call handling time** (emergency)	146	151	180	145
Level-1 CCA	80	90	50	30
Level-2 Dispatcher	8	8	8	-
Total	88	98	58	30

*Call volume includes both incoming and outgoing calls.

**Average handling time is calculated based on the time taken to manage 75% of the calls.

Note: The general shift provides additional Level-1 CCA to manage increased call volume during 10:00 AM to 06:00 PM.

8.2. Objective

- 8.2.1. Recognizing the critical importance of ensuring safe and efficient travel along National Highways, IHMCL aims to establish a robust 24x7x365 Call Centre Service under the 1033 Helpline. This initiative is designed to assist road users by providing timely support, facilitating incident reporting, and enabling swift response coordination. The helpline will serve as a vital communication channel to help NHA take preventive measures, improve road maintenance, and enhance overall highway safety and user experience.
- 8.2.2. To streamline emergency response and support services on National Highways, a single four-digit Universal Access Number (UAN) 1033 has been designated for road users. This helpline enables users to report both emergency and non-emergency issues related to highway travel including toll payment issues.
- 8.2.3. **Emergency support:** Upon receiving an emergency call, trained Call Centre Agents will immediately alert the Control Centre staff at the relevant toll plaza or highway section. Depending on the nature and severity of the incident, appropriate assistance such as Ambulance, Patrol Vehicle, or Crane services will be dispatched to ensure timely support and resolution for distressed road users.
- 8.2.4. **Non-emergency support:** Upon receiving a non-emergency call, trained Call Centre Agents will address queries and complaints related to toll collection, FASTag issues, Electronic Toll Collection (ETC) concerns, and other matters associated with toll plazas and highway facilities, ensuring efficient resolution and improved user experience.
- 8.2.5. The call Centre will handle calls on 4-digit UAN “1033” for the following issues categories:

Category	Details	Coverage
1. Emergency		
Health	Accident at national highway, any other life threatening/emergency with road users at national Highway stretches.	• NH
Non-Health	Highway operations: Traffic jam, Dead animal, roadside assistance, Anti-social elements on NH, etc. Toll plaza operations: Toll charges related disputes, overweight charges related disputes. ETC FASTag operations: Unable to pass toll plaza, long wait at toll plaza.	• NH
2. Non-Emergency		
Highway Operations	National Highway operation related issues	• NH
Toll plaza Operations	Toll Plaza Services/Amenities related issues	• NH
FASTag/ETC	FASTag/ETC related Calls & Complaints	• All use

Operations		cases of FAST ag
3. Enquiry/Complaint calls		
4. Social Media Complaint Handling (Including X (twitter), Instagram, WhatsApp)		

8.2.6. The services shall be provided in English, Hindi and regional languages and the following access channels will be utilized as per requirement of IHMCL:

Inbound channels	Mobile Phone; Landline phone; Email; Social Media: X (twitter), Instagram, WhatsApp, etc.
Outbound channels	Mobile Phone; Landline phone; Email; SMS; Social Media: X (twitter), Instagram, WhatsApp, etc.

8.2.7. 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/telecom circle concerned.

8.3. Project Timelines

8.3.1. This project involves a series of activities, beginning with the acceptance of trained manpower, followed by the operations and maintenance of the 1033 helpline. The project timeline is outlined below.

Note: The date T refers to the date of signing of contract, after which the Knowledge Transfer stage will be initiated. Timeline defined in the RFP are based on ideal/expected situation or any other delay in the dates will result in change of end date of current stage and beginning of next stage.

Stage 1: Preparation Phase – Knowledge Transfer, Hiring, and Training

Timeline: 1st & 2nd Month (T+2 Month)

Commencement: This stage will begin from the date of contract signing with the Manpower Service provider or the issuance date of the Letter of Award (LoA), whichever is earlier.

a). Scope of work

- i. The Manpower Service provider shall undertake a comprehensive knowledge transfer of the 1033 system from the C-DAC.
- ii. The Manpower Service provider is responsible for the recruitment and training of all personnel as outlined in Section 9.1.7 pertaining to the Operations Phase. Training should cover topics mentioned in Section 9.1.31.
- iii. During Stage 1 the payment terms shall not be applicable. Accordingly, IHMCL will not be liable to make any payments to the manpower service provider during this phase.

Stage 2: Operation of the 1033 Helpline

a). **Timeline:** From the beginning of 3rd Month to the end of 36th Month (Duration: 34 months)

b). Scope of work:

- i. The Manpower Service provider shall collaborate closely with the C-DEC.
- ii. The Manpower Service provider shall assume full responsibility for operating the 1033 helpline in accordance with the specifications and requirements outlined in the Request for Proposal (RFP).
- iii. All Service Level Agreements (SLAs), as defined in Section 9.3 – Service Levels for the 1033 Helpline, shall be adhered to by the Manpower Service provider. These SLAs will become applicable starting from this stage.
- iv. The Manpower Service provider must ensure compliance with all deliverables specified under Section 9.1.28 ‘Reporting’ for this stage.

8.4. Current Technology landscape

8.4.1. The technology infrastructure required for the call centre will be provided by the designated technical service provider, Centre for Development of Advanced Computing (C-DAC), and is therefore excluded from the scope of work for the bidder under this RFP.

8.4.2. Overview of the technology provided by C-DAC at 1033 helpline:

Technology Stack

a). Web Dispatcher Terminal (WDT) at:

- i. 1033 Helpline Control Room
- ii. Toll Plaza / ATMS Control Room

b). Mobile Applications

- i. For field level responder (Ambulance/Crane/Patrolling vehicle drivers)

Major Components Offered by C-DAC

- a). Automated Integrated Computer Aided Dispatcher (CAD)
- b). Hardware for CAD
 - i. Server
 - ii. Firewall
- c). Case Record Management (CRM)
 - i. Universal Voice Gateway (UVG) – 4 ports
 - Supported Interfaces:
 - T1/E1/PRI: ISDN line connectivity
 - DPP CT 000 0443 CAD Solution for 1033 Helpline
 - FXS/FXO: Analog POTS connectivity
 - VoIP: WAN or public IP network connectivity
 - Radio Port Interface
- d). Modules of CRM include:
 - i. L1 CRM module
 - ii. L2 Dispatch module
 - iii. Backend user Module
 - iv. Supervisor user module
 - v. Toll Plaza module
- e). Hardware for CRM
 - i. Automatic Call Distribution (ACD) / Computer Telephony Interface (CTI)
 - ii. Voice Logger

Key Features

- a). Location-Based Services (LBS)
- b). GIS Mapping of toll plaza
- c). Web Dispatchers for Call Responders and Toll Plaza / ATMS Control Room users
- d). Centralized Dispatching Facility
- e). Intuitive Dashboard and Reporting Tools
- f). Vehicle Tracking System
- g). Mobile App for Field Officers on Rescue Vehicles
- h). Integration with 112 Helplines

Support Services

- a). Maintenance of all technological components
- b). Central/Zonal level training (online/offline) for:
 - i. Dispatcher users at 1033 Helpline Control Room
 - ii. Toll Plaza / ATMS Control Room managers/operators
 - iii. Service vehicle users

9. Scope of work

The detailed scope of work under this RFP shall include, but is not limited to, the following components:

9.1. Detail Scope of Work

Infrastructure

- 9.1.1. The Manpower Service provider shall establish the proposed Call Centre for the 1033 Helpline project **within Delhi-NCR**. The facility must be operationally suitable and compliant with all project requirements. If selected bidder fails to satisfy location criteria, Contract will be terminated.
- 9.1.2. IHMCL reserves the right to inspect and evaluate the proposed call centre premises, including its location, infrastructure, and operational readiness. Based on its assessment, IHMCL may instruct the Manpower Service provider to upgrade, modify, or relocate the premises. The Manpower Service provider shall be fully responsible for implementing such changes at its own cost and within the timelines specified by IHMCL.
- 9.1.3. The Manpower Service provider shall also ensure the availability of a robust power backup system capable of supporting 24x7 operations without any service disruption.
- 9.1.4. The successful bidder shall provide necessary support to facilitate the transfer of ownership of 1033 short code from existing service provider to IHMCL, as and when required by IHMCL.
- 9.1.5. The Call Centre premises must include:
 - a). The Manpower Service provider shall ensure availability of adequate physical infrastructure to accommodate all operational zones as per the minimum requirements specified herein. The facility must be furnished, equipped, and ergonomically configured to support uninterrupted operations, team management, training, and supervision. At a minimum, the layout shall include:
 - i. CCA (Customer Care Agent) Desks: Workstation desk for operations team with appropriate spacing and acoustic separation between Level-1 CCA, Level-2 Dispatcher, Backend Team, Social Media Team and other management staff.
 - ii. Meeting Rooms: Meeting rooms with seating for at least 10 participants and audiovisual presentation capability.
 - iii. Project/Assistant Manager Cabins: Private cabins with storage and desk space.
 - iv. IHMCL Cabin: Private cabin with storage and desk space.
 - v. Training Rooms: Rooms with capacity to train at least 30 participants each.
 - vi. Conference Room: Centralized conference room with capacity for at least 12 participants, projection capability, and conferencing equipment.

Zone	Minimum Requirements
Workstation desks	250
Meeting rooms	2
Project/Assistant manager cabin	4

IHMCL official Cabin	1
Training rooms	2
Conference room	1

The Manpower Service provider shall ensure that the total operational floor area dedicated to the 1033 call centre facility is not less than 18,000 square feet. This space must accommodate all required functional zones—including CCA workstations, meeting rooms, cabins, training areas, and support infrastructure—while allowing for adequate circulation, ergonomic layout, and future scalability.

- b). The CCA operational zone shall maintain good aesthetics, a minimum clear height of 10 feet (floor to ceiling) to ensure sufficient ventilation, occupant comfort, and compliance with spatial planning standards. Additionally, the premises shall have a clearly defined and easily accessible approach and entry, ensuring it is situated in a well-maintained area that supports smooth movement of personnel and visitors.
- c). A dedicated and secure server room must be provisioned to accommodate the server, firewall, and other critical hardware components required by the C-DAC. The room should meet the following minimum standards to ensure operational continuity and data security:
 - i. **Space:** Minimum area of 150–200 sq. ft.
 - ii. **Environmental Controls:** Dual air conditioning units with timer functionality to maintain optimal temperature and humidity levels.
 - iii. **Power Backup:** Dedicated UPS (Uninterruptible Power Supply) system to ensure uninterrupted power during outages.
 - iv. **Physical Security:** Controlled access with restricted entry to authorized personnel only.
- d). The Manpower Service provider shall be responsible for provisioning all necessary hardware/software and accessories required for the operation of the Call Centre. This includes but is not limited to:
 - i. Desktop PCs or workstations and it's accessories with following minimum requirements:

Feature	Minimum requirements
Operating system	Licensed Windows 10 or above
Display	Min. 24" inches
Processor	Intel Core i3 or above
RAM	8GB
Storage space (HDD/SSD)	256GB
Browser	Google Chrome (latest version)
Antivirus Protection	Pre-installed and regularly updated antivirus software
USB Port Access	USB ports must be disabled or restricted to prevent unauthorized data transfer

- ii. 2 monitors/screens are required for Level 2 dispatcher.
- iii. Headphones with microphones suitable for call centre use

- iv. ISDN PRI Lines (11 No's)
- v. Internet Lease Line connection (2 No's) – from different service providers
- vi. IP phones (Min. 250 No's)

The IP phone shall conform to the following specifications:

SIP RFC 3261, Audio Codecs- G711 (A-law, μ -law) and G729, Main telephony features - Hold, transfer, forward (unconditional/no-answer/busy), 3-way conferencing, call park/pickup, call waiting and call history. Network interface- Ethernet ports, LCD Display, RJ9 headset jack.

- vii. A video wall with minimum dimensions of 12 feet (width) by 7 feet (height) shall be installed at the 1033 Helpline premises for continuous streaming of the real-time dashboard.
- viii. Video wall for streaming of real-time dashboard at IHMCL premises (Size will be suggested by IHMCL).
- ix. Provision of a premium or enterprise-level social media management platform for social media complaint handler and social media manager (e.g., Sprout Social, Brandwatch, or equivalent) with full feature access enabled. The platform must support integrated management of WhatsApp, Twitter, and Instagram at a minimum. It should include capabilities such as advanced analytics and reporting, multi-user collaboration, and customer engagement tracking. The platform must support ticket generation and routing based on social media interactions and enable comprehensive reporting and tracking of social media complaints, including resolution status and response timelines.
- x. Provision of a premium or enterprise-grade graphic design software for social media content creator (e.g., Canva Pro, Adobe Premiere Pro, or equivalent) with full feature access enabled. The solution must include advanced design capabilities, collaboration tools, brand asset management, and export options suitable for professional-grade content production. Additionally, it is recommended that Bidder to have access to generative AI features or subscriptions to support high-quality content writing (e.g. ChatGPT or equivalent). The manpower service provider must ensure strict adherence to data privacy and security protocols while using such tools, especially when handling sensitive personal information.
- xi. Any other additional software/tool on request of IHMCL if needed.
- e). All hardware provided must meet the minimum technical specifications and compatibility requirements as defined by the C-DAC for the 1033 Helpline project. The Manpower Service provider shall ensure timely upgrades and maintenance of hardware to support uninterrupted service delivery and optimal performance.
- f). Provision and implementation of a Biometric Attendance System for personnel associated with the 1033 helpline, incorporating functionalities for comprehensive report generation. The bidder must ensure that system generated reports and attendance data are readily accessible to IHMCL.
- g). CCTV camera with viewing access provided to IHMCL officials for monitoring CCA/L2/Backend team seating areas 24x7. The bidder will also provide LED display to be installed at IHMCL office for monitoring operations of 1033 helpline. The specification includes:

Feature	Minimum specification
Camera Type	IP Cameras (network cameras)

Resolution	4MP-5MP
Lens	Varifocal Lens (2.8 mm – 12 mm)
Low light / WDR	True Day/Night (ICR) with good IR range
Video Compression	Minimum H.265
Network and Connectivity	Dedicated VLAN for the CCTV with remote access features accessible via app/software
LED Display at IHMCL premises	50' inch LED display

9.1.6. The security and safety of the entire Call Centre infrastructure—including equipment, premises, and personnel shall be the sole responsibility of the Manpower Service provider. IHMCL shall not be held liable for any loss, damage, or incident occurring at the facility. The Manpower Service provider shall maintain adequate insurance coverage for all assets and personnel to mitigate risks arising from theft, fire, natural disasters, or other unforeseen events.

9.1.7. All personnel, equipment, and operations deployed by the Manpower Service provider must comply with all applicable statutory and regulatory requirements, including but not limited to:

- a). Central and State Government laws
- b). Local municipal regulations
- c). Labor laws, safety standards, and environmental norms
- d). Any other rules or guidelines issued by relevant regulatory authorities.

The Manpower Service provider shall be solely responsible for ensuring compliance and shall indemnify IHMCL against any legal or financial liabilities arising from non-compliance.

9.1.8. All operational and maintenance costs associated with the Call Centre infrastructure including but not limited to electricity, water, internet, housekeeping, facility maintenance, and utility bills shall be borne entirely by the Manpower Service provider. IHMCL shall not be responsible for any recurring or incidental expenses related to the upkeep and functioning of the premises. The Manpower Service provider must ensure uninterrupted services and maintain the infrastructure in a clean, safe, and functional condition at all times.

Manpower

9.1.9. The Manpower Service provider shall be responsible for providing all manpower for the call centre services. The following manpower requirements have been outlined in the subsequent table.

S.No.	Role	Minimum Effective Number of resources
1.	Project Manager/Manager Operation	1
2.	Human Resource Manager	1

3.	Assistant Manager	3
4.	Trainer	2
5.	Quality Manager	1
6.	Quality Analyst	3
7.	Level-2 Dispatcher Team Lead	3
8.	Level-2 Dispatcher	24
9.	Level-1 CCA Team Lead	12
10.	Level-1 CCA	250
11.	Backend Team	15
12.	Social Media Manager	1
13.	Social Media Complaint Handler	4
14.	Social Media Content Creator	1

9.1.10. Staffing flexibility:

- a). **Manpower adjustment based on performance:** Any increase in manpower (maximum of 50% of total manpower at specific role) at Level-1 CCA, Level-2 Dispatcher and Social Media Complaint Handler shall be implemented, if required, based on monthly performance reviews and traffic trend analyses, in coordination with IHMCL. This adjustment is intended to ensure responsiveness to demand and adherence to service benchmarks. The associated cost details for such additional manpower adjustments shall be submitted as part of the financial proposal in Annexure 8.
- b). **Manpower adjustment on long weekends, holidays and special occasions:** The manpower service provider shall deploy additional personnel as necessary to maintain agreed service levels. This deployment shall be made without any additional cost to IHMCL.

9.1.11. An official from IHMCL shall be stationed at the 1033 Helpline to oversee all operational activities. The Project Manager/Manager Operations must provide daily updates to this designated IHMCL officer, who will serve as the single point of contact for all official communications between the 1033 Helpline and IHMCL.

9.1.12. The Manpower Service provider shall ensure the deployment of dedicated language-wise Level 1 CCA and Level-2 Dispatcher in each operational shift at the centralized Call Centre. The 1033 Helpline supports Hindi and English, along with regional languages such as Marathi, Gujarati, Telugu, Kannada, Malayalam, Tamil, Bengali, etc. Approximately 90% of the current calls are in Hindi and English Languages.

- a). The Manpower Service provider must ensure that Level-1 CCA is proficient in Hindi, English, and their designated regional language. Additionally, every shift must include a minimum of two CCAs for each supported regional language to ensure adequate language coverage and effective customer support.

- b). The Manpower Service provider must ensure that Level-2 Dispatcher is proficient in Hindi, English, and one or two regional languages. Dispatchers should be capable of speaking, understanding, and responding effectively in assigned languages to support seamless communication with callers from diverse linguistic backgrounds.
 - c). The Manpower Service provider shall ensure that all CCAs receive comprehensive training to handle queries and complaints proficiently in their assigned languages. This training should equip CCAs to communicate clearly, empathetically, and effectively, thereby enhancing the overall service experience for callers across linguistic regions.
- 9.1.13. The minimum qualifications and experience required for manpower deployed by the Manpower Service provider are outlined in Clause 9.1.23. Detailed roles and responsibilities are provided in Clause 9.1.24 and summarized in the corresponding table but are not limited to those listed therein.
- 9.1.14. The Manpower Service provider shall conduct post-training assessments to evaluate the knowledge and competency of the manpower involved in service delivery. Records of these assessments must be maintained, and detailed training completion and evaluation reports shall be submitted to IHMCL as per their specified requirements.
- 9.1.15. IHMCL reserves the right to conduct final interviews for all personnel engaged in the 1033 Helpline project and may accept or reject any profile submitted by the Manpower Service provider. Also, Manpower Service provider shall provide IHMCL with the CV/resumes along with educational and other certificates of technical manpower and provide such other information as may reasonably be required.
- 9.1.16. The Manpower Service provider shall appoint a Project/Process Manager as the primary point of contact. The Manager's profile must be submitted to IHMCL for review. IHMCL may periodically assess the Manager's performance and, if found unsatisfactory, request a replacement. The Manpower Service provider must ensure prompt replacement without requiring further justification.
- 9.1.17. Manpower Service provider shall ensure attendance of all the engaged manpower through biometric attendance.
- 9.1.18. Manpower Working Days: Working days shall be 6 days a week.
- 9.1.19. The monthly attrition rate of call centre staff shall not exceed 12% of the total deployed workforce. If this threshold is breached for more than two consecutive months, IHMCL reserves the right to impose a penalty of 0.5% of the total invoice value, starting from the second month of non-compliance. The decision to impose such a penalty shall be at the sole discretion of IHMCL, based on the impact on service delivery and operational continuity.
- 9.1.20. In case of any replacement of resource or resource leaving 1033 helpline, it should be the responsibility of Manpower Service provider to collect all such belongings of 1033 helpline such as IT asset, ID card, and any 1033 project document etc.
- 9.1.21. Manpower Service provider must ensure prior approval of IHMCL in case of any replacement or new deployment of key resource (i.e. Project Manager, Assistant Manager, Team Leaders and Call Quality Manager) or else the candidature of the resource shall not be valid till the time the same is approved by IHMCL.

9.1.22. The manpower service provider shall be responsible for arranging transportation for its deployed personnel, and all associated costs shall be borne by the service provider.

9.1.23. Minimum Qualification Required for Manpower:

S.No.	Details
1.	Project Manager
	Age: 30 Years Education: MBA Graduate Experience and Skills: <ul style="list-style-type: none"> Minimum 10 Years of work experience in any BPO, or similar work in other sector. Experience of leading large teams (more than 100) in BPO The candidate must be able to manage emergency/non-emergency calls effectively and deliver appropriate solutions.
2.	Assistant Manager
	Age: 28 Years Education: MBA Graduate Experience and Skills: <ul style="list-style-type: none"> Minimum 7 Years of work experience in any BPO, or similar work in other sector. Experience of leading large teams in BPO The candidate must be able to manage emergency/non-emergency calls effectively and deliver appropriate solutions.
3.	Team Leaders/Supervisor
	Age: 25 Years Education: Graduation (Any stream) Experience and Skills: <ul style="list-style-type: none"> Minimum 4 Years of work experience as in any BPO, or similar work in other sector. Candidate must have excellent verbal and written communication skills. The candidate must be able to manage emergency/non-emergency calls effectively and deliver appropriate solutions.
4.	Level-2 Dispatcher
	Age: 21 years Education: Graduation (Any stream) Experience and Skills: <ul style="list-style-type: none"> Minimum 1 Years of work experience as in BPO (preferably related with emergency) They should be proficient in using computers and have typing speed of 25 words per

	<p>minute.</p> <ul style="list-style-type: none"> • Good geographical knowledge of Indian highways. • Fluency in Hindi, English, and regional language. • Candidate with prior experience should be preferred. Process training by professional & certified trainer with relevant prior experience.
5.	Level -1 CCA
	<p>Age: 20 Years Education: Graduation (Any stream) Experience and Skills:</p> <ul style="list-style-type: none"> • The Call Centre Agents (CCA's) shall have proficiency in dialects and communication skills so that they are able to communicate with and understand the caller. • They should be proficient in using computers and have typing speed of 25 words per minute. • Good geographical knowledge of Indian highways. • Fluency in Hindi, English, and regional language. • The candidate must be able to manage non-emergency calls and provide accurate and timely resolutions.
6.	Call Quality Manager
	<p>Age: 25 Years Education: MBA, Graduate Experience and Skills:</p> <ul style="list-style-type: none"> • Minimum 4 year of experience working in the BPO industry. • Experience of doing Quality audits in large scale BPO.
7.	Call Quality Analyst
	<p>Age: 23 Years Education: Graduate (Any stream) Experience and Skills:</p> <ul style="list-style-type: none"> • Minimum 2 year of experience working in the BPO industry. • Experience of doing Quality audits in large scale BPO.
8.	Trainer
	<p>Age: 25 Years Education: Graduate degree; preferably with specialization in mass communication Experience and Skills:</p> <ul style="list-style-type: none"> • Minimum 4 years of experience in call centre training or emergency response services • Strong communication skills, empathy-driven coaching, scenario-based training, system proficiency (CRM/telephony), multilingual fluency, and performance evaluation expertise.

9.	Backend Team Member
	<p>Age: 22 Years</p> <p>Education: Graduation (Any stream)</p> <p>Experience and Skills:</p> <ul style="list-style-type: none"> • Minimum 6 months of work experience of chat/email process in any BPO. • The candidate must possess strong written English abilities and excellent overall communication skills suitable for the role.
10.	Social Media Manager
	<p>Age: 28 Years</p> <p>Education: Postgraduate/ Graduate with Diploma/Degree in Mass Communication/ Marketing/ PR/ Advertising</p> <p>Experience and Skills:</p> <ul style="list-style-type: none"> • Minimum 6 years of professional experience in managing social media operations for public services, government agencies, or large-scale customer service platforms. • Proven experience in handling social media escalations, crisis communication, and stakeholder coordination. • Exceptional team coordination and leadership skills, with the ability to manage teams across different locations (BPO and IHMCL).
11.	Social Media Complaint Handler
	<p>Age: 22 Years</p> <p>Education: Graduation (Any stream)</p> <p>Experience and Skills:</p> <ul style="list-style-type: none"> • At least 1–2 years of hands-on experience in handling customer complaints via social media platforms. • Proficiency in using social media platforms such as Twitter (X), WhatsApp Business, and Instagram and others. • Strong English typing and written communication skills for drafting clear, professional, and empathetic responses. • Ability to identify, categorize, and escalate complaints-based on severity.
12.	Social Media Content Creator
	<p>Age: 22</p> <p>Education: Graduation (Mass communication/Hindi Literature/English Literature)</p> <p>Experience and Skills:</p> <ul style="list-style-type: none"> • At least 1–2 years of hands-on experience in social media content writing/creation • Proficiency in using social media platforms such as Twitter (X), WhatsApp Business, and Instagram and others. • Strong English typing and written communication skills for drafting clear, professional, and

	<p>empathetic responses.</p> <ul style="list-style-type: none"> • Ability to identify, strategize, and execute content plans tailored to different audiences and platforms.
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After resume shortlisting of level-1 CCA, level-2 CCA and Social media complaint handler, candidates undergo a typing skills evaluation, interview, followed by a 15-day process training and first aid training. This is succeeded by a 3-day buddy support phase to facilitate hands-on exposure.

Note: At the end of the training, CCA/L2/ Social Media complaint Handler candidates will be required to pass an assessment. It is important for the candidate to achieve certification in one of the two available attempts else they will fail to become CCA/L2/Social Media complaint Handler.

9.1.24. Roles & Responsibilities:

S.No.	Roles and Responsibilities
1.	Project Manager/Manager Operation
	<p>Shift: General day shift</p> <ul style="list-style-type: none"> • Plan and oversee end-to-end execution of the call centre project. • Lead and motivate project teams, delegating tasks and setting expectations. • Efficiently allocate and monitor resources across projects. • Communicate regularly with stakeholders, providing updates and gathering feedback. • Track and report on project progress and performance. • Analyze processes to identify and implement efficiency improvements. • Ensure project outcomes meet quality standards. • Identify training needs and promote professional development. • Provide necessary support to IHMCL in promoting 1033 Helpline on social media platforms.
2.	Assistant Manager
	<p>Shift: Morning, Afternoon, Night</p> <ul style="list-style-type: none"> • Support the Project Head in daily operations and team coordination. • Leading team meetings, asking questions to better understand the calls, educating and coach call centre people regarding processes and practices, and explain expectations to them. • Monitor performance metrics and assist in achieving SLAs and quality benchmarks. • Handle escalations and ensure timely resolution of customer issues. • Assist in preparing reports, dashboards, and performance reviews. • Coordinate training sessions and support team development initiatives.
3.	Team Leaders/Supervisor

	Shift: Morning, Afternoon, Night <ul style="list-style-type: none"> • Manage the deployment and activities of CCA. • Handle issues beyond CCA and Dispatcher capabilities and empathize with callers. • Ensure CCA performance meets required standards. • Monitor CCA attendance and behavior. • Motivate CCA to maintain high morale.
4.	Level-2 Dispatcher
	Shift: Morning, Afternoon, Night <ul style="list-style-type: none"> • Level-2 team should be provisioned for handling all Health emergency/Non-health emergency calls and should ensure further coordination between the caller and the toll plaza team, toll plaza vehicle like ambulance staff, highway patrol vehicle, crane/tow way vehicle and other emergency resources, till the time of issue resolution and receipt of final feedback from the caller/victim.
5.	Level-1 CCA
	Shift: Morning, Afternoon, Night <ul style="list-style-type: none"> • CCA will act as first line call taker for all In-bound calls. • In case of receipt of health emergency call, CCA will identify the same and forward it to the Level 2 team for further handling as per the process manual & SOP developed by the Manpower Service provider for health emergency & accident calls. • In case of receipt of non-emergency/non-health emergency calls, CCA will handle as per the process manual & SOP developed by the Manpower Service provider.
6.	Quality Manager/Analyst
	Shift: General day shift <ul style="list-style-type: none"> • Monitor and evaluate CCA and L2, customer interactions for compliance, accuracy, and service quality. • Analyze performance trends and identify skill gaps for improvement. • Provide feedback and guidance to agents based on evaluation results.
7.	Trainer
	Shift: General day shift <ul style="list-style-type: none"> • Design structured training modules for emergency and non-emergency call handling, including mock drills, SOP alignment, and real-life case studies. • Preparation of SOP modules for handling of calls. • Conduct classroom and virtual sessions; explain tone, question flow, documentation,

	<p>and escalation triggers.</p> <ul style="list-style-type: none"> • Assess CCA call handling capability through role plays, and post-training evaluations • Provide regular refresher courses on system updates, emergency protocols, and behavioral response improvements
8.	Backend Team Member
	<p>Shift: General day shift</p> <ul style="list-style-type: none"> • Collaborating with front-end agents (Level-1 CCA, Social Media team) by providing them with timely support, information, or resolutions. • Handling customer queries received through chat, email and social media with clarity, professionalism, and promptness. • Drafting and responding to emails using accurate language and tone tailored to various situations. • Documenting customer interactions and updating internal systems with relevant details for future reference.
9.	Social Media Manager
	<p>Shift: General day shift</p> <ul style="list-style-type: none"> • Oversee end-to-end social media operations for the 1033 Helpline, ensuring timely and effective complaint resolution across platforms (Twitter/X, WhatsApp Business, Instagram, others). • Manage official social media accounts provided by IHMCL, including taking ownership of existing 1033 Helpline handles and ensuring consistent branding and messaging. • Coordinate between BPO-based and IHMCL team, ensuring smooth workflow, escalation handling, and shift transitions. • Monitor performance metrics, prepare regular reports, and provide insights to improve response quality and turnaround time. • Collaborate with IHMCL/NHAI's digital and communication teams to align messaging, promote the 1033 Helpline, and manage official social media accounts. • Handle high-priority or sensitive escalations, ensuring appropriate and timely responses in line with government communication protocol.
10.	Social Media Complaint Handler
	<p>Shift: Morning, Afternoon, Night</p> <ul style="list-style-type: none"> • Monitor incoming complaints and queries on social media platforms and log them into the ticketing system accurately. • Draft and send responses in clear, professional English (and Hindi when required), maintaining tone and accuracy. • Categorize and escalate complaints to the Level-2 team based on severity, urgency, and nature of the issue. • Coordinate with internal teams to track complaint resolution status and ensure timely follow-up with users.

	<ul style="list-style-type: none"> • Work in rotational shifts to provide 24x7 support coverage, maintaining high responsiveness and service quality.
11.	Social Media Content Creator
	<p>Shift: General day shift</p> <ul style="list-style-type: none"> • Develop engaging text posts, articles, and content for social media platforms. • Design and produce infographics, posters, memes, and other visual content • Collaborate with the Social Media Manager to align content with strategy. • Create and manage content calendars.

Operations

The Manpower Service Provider shall be responsible for the payment of all recurring telecom-related charges, including but not limited to bills for the usage of toll-free numbers, PRI lines, and any other associated telecom services.

9.1.25. Process Manual

- The Manpower Service provider shall collaborate closely with IHMCL to develop a comprehensive “Process Manual” that will serve as the master document for all call centre operations. This manual will include, but not be limited to: A categorized list of call types, detailed workflows and SOPs for each call category, escalation procedures with a complete escalation matrix, report formats, reporting mechanisms, and SLA matrices. The manual should be structured with distinct sections for each call category to ensure clarity and operational efficiency.
- The finalized Process Manual must be submitted to IHMCL for approval within 30 days from the date of work award.
- IHMCL/NHAI will periodically review the Process Manual and may suggest modifications based on evolving requirements. The Manpower Service provider shall be responsible for implementing these changes and restructuring call centre operations accordingly, without any additional cost to IHMCL.

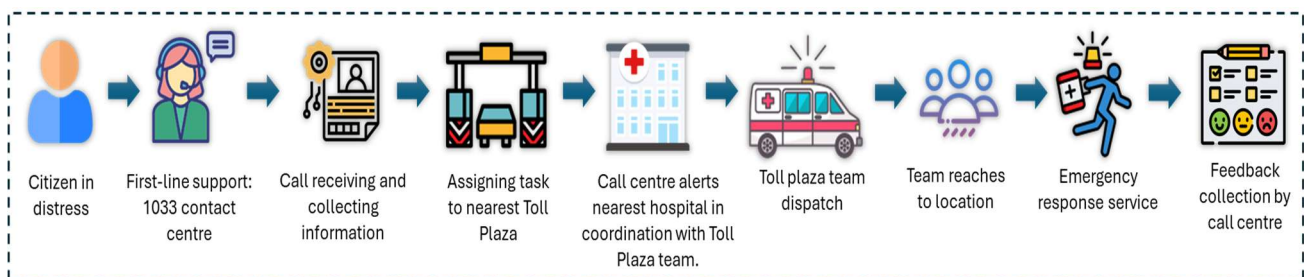
9.1.26. Call handling

- The Call Centre service shall operate continuously on a 24x7x365 basis, structured across 4 working shifts to ensure uninterrupted service delivery.
- Every inbound call received via the UAN 1033 must be answered by a Level-1 Customer Care Associate (CCA) within 6 seconds after the IVR message concludes.
- To maintain SLAs, the occupancy rate of Level-1 Customer Care Agents (CCAs) and the utilization of Telephone/PRI lines must remain below 80% during peak hours. If the occupancy or utilization exceeds 80% on an hourly basis for seven or more consecutive days—excluding Force Majeure or abnormal conditions—the Manpower Service Provider shall seek prior approval from IHMCL to increase the number of Full-Time Equivalents (FTEs) to prevent call queuing. Conversely, if the occupancy remains below 80% but SLA requirements are not met, the Manpower Service Provider shall deploy additional manpower at no extra cost to IHMCL to ensure compliance with service standards.

- d). The Manpower Service provider is responsible for managing and resolving day-to-day technical issues such as breakdowns, disconnections, and service disruptions by coordinating with the C-DAC.
- e). Level-1 CCAs shall serve as the first point of contact for all inbound calls, ensuring prompt and effective handling of customer queries.
- f). The call Centre will handle queries/issues/complaints on 4-digit UAN “1033” for the categories mentioned in section 8.2.5.

Emergency Call Handling

1) Health Emergency Call Handling



- a). Upon receiving a health-related emergency call, the Level-1 CCA shall identify and immediately forward the call to the Level-2 Dispatcher team for further handling, in accordance with the SOP and process manual developed for emergency and accident calls.
- b). All calls forwarded to the Level-2 Dispatcher team must be connected without delay. No call waiting should occur at the Level-2. The Level-2 Dispatcher will log the issue into the CRM system.
- c). For health-related emergency calls, the Level-2 Dispatcher must identify and verify the incident location via location detection feature of CRM (LBS or SMS-based) and take appropriate action, subject to technological capabilities.
- d). The Level-2 Dispatcher team shall be provisioned to handle all accident and health related emergency calls. They must coordinate between the caller and relevant toll plaza personnel, including ambulance staff, highway patrol vehicles, tow/crane services, and other emergency resources, until the issue is resolved, and final feedback is received from the caller or victim. A detailed SOP for this process must be included in the Process Manual.
- e). The Level-2 Dispatcher team must collect all relevant information from the ambulance staff or caller/victim regarding medical assistance provided. In cases of hospitalization, details such as hospital name, contact number, IPD number, and admission information must be recorded in the CRM system.
- f). Outbound calls must be made to gather additional details from the caller, follow up with toll plaza teams, PIUs, ROs, ambulance staff, highway patrol, and tow vehicle personnel. Follow-up calls to be made at every 7 minutes to caller and respective stake holder (toll plaza teams, PIUs, ROs, ambulance staff, highway patrol, and tow vehicle personnel) till the resolution of the issue.
- g). Outbound calls must be made to callers to confirm the resolution of issues reported to the 1033 Helpline.

- h). After issue closure, the Level-2 Dispatcher must send an SMS-based confirmation to the caller. The SMS should include a link for the caller to provide feedback on the service received.
- i). Feedback collected from users shall be compiled, analyzed, and submitted to IHMCL in the form of a monthly report.
- j). All costs related to the SMS gateway, including charges and associated expenses, shall be borne by Manpower Service provider.

2) Non-Health Emergency call handling

- a). Upon receiving non-Health related emergency call, the Level-1 CCA shall handle the interaction in accordance with the SOP and process manual developed by the Manpower Service provider, based on the specific call type or category. The Level-1 CCA will log the issue into the CRM system.
- b). The Level-1 CCA must identify and verify the incident location via location detection feature of CRM (LBS or SMS-based) and take appropriate action, subject to technological capabilities.
- c). The Level-1 CCA team shall be provisioned to handle non-health related emergency calls. They must coordinate between the caller and relevant toll plaza personnel, highway patrol vehicles, tow/crane services, PIU, RO, Acquirer Banks and Issuer Banks until the issue is resolved, and final feedback is received from the caller. A detailed SOP for this process must be included in the Process Manual.
- d). Outbound calls must be made to gather additional details from the caller, follow up with toll plaza teams, highway patrol vehicles, tow/crane services, PIUs, ROs Acquirer Banks and Issuer Banks. This also includes coordination with banks and other stakeholders for resolving FASTag-related issues reported via the 1033 Helpline. Follow-up calls to be made every 7 minutes to caller and respective stake holder (toll plaza teams, PIUs, ROs, ambulance staff, highway patrol, and tow vehicle personnel) till the resolution of the issue.
- e). The Level-1 CCA must collect all relevant information and information must be recorded in the CRM system.
- f). Outbound calls must be made to callers to confirm the resolution of issues reported to the 1033 Helpline.
- g). After issue closure, the Level-1 CCA must send an SMS-based confirmation to the caller. The SMS should include a link for the caller to provide feedback on the service received.
- h). Feedback collected from users shall be compiled, analyzed, and submitted to IHMCL in the form of a monthly report.
- i). All costs related to the SMS gateway, including charges and associated expenses, shall be borne by Manpower Service provider.

Non-emergency call handling

- a). For non-emergency calls, the Level-1 CCA shall handle the interaction in accordance with the SOP and process manual developed by the Manpower Service provider, based on the specific call type or category.
- b). For each non-emergency call, the Manpower Service provider must create a ticket under the relevant query or complaint category in the CRM system. The ticket must be routed to the appropriate stakeholder such as Toll Plaza, PIU, RO,

Acquirer Banks and Issuer Banks using bin-wise routing in the CRM. The back-end team of the Manpower Service provider is responsible for following up with the concerned stakeholders, validating the quality of the resolution, updating the complainant, and closing the complaint in the CRM.

- c). All complaints must be forwarded to the relevant stakeholders via email/Web App. Daily follow-ups and reminder emails must be sent to ensure timely resolution.
- d). Upon receiving resolution updates from stakeholders via email/Web App, the Manpower Service provider must verify the adequacy of the resolution and update the CRM and other complaint databases accordingly. If the resolution does not align with the nature of the complaint or fails to address the issue, it must be re-escalated to the concerned stakeholder along with relevant observations.
- e). Before closing any complaint, the Manpower Service provider must inform the complainant of the resolution through outbound calls and update the CRM. If the complainant is not satisfied, the issue must be reassigned to the relevant stakeholder for further action. SOPs must be strictly followed for complaint closure in the CRM.
- f). During closure confirmation calls, if the user expresses dissatisfaction or identifies a new issue, the complaint must either be reassigned, or a new ticket must be raised accordingly.
- g). After closure of ticket, the Level 1 CCA or back-end team must send an SMS-based confirmation to the caller. The SMS should include a link for the caller to provide feedback on the service received.
- h). Feedback collected from users must be compiled, analyzed, and submitted to IHMCL in the form of a monthly report.
- i). All costs and charges related to the SMS gateway will be borne by Manpower Service provider.

Enquiry/Complaints calls

- a). For enquiries and complaint-related matters, individuals may contact the call centre to seek information or register feedback.
- b). The Level-1 CCA will capture the caller's details along with the nature of the enquiry or grievance, reference location (such as toll plaza, highway stretch, or facility), and relevant date/time of occurrence.
- c). Depending on the type of request—be it informational (e.g., toll rates, route details) or complaint-related (e.g., staff behavior, service delay)—the Level-1 CCA will either provide appropriate guidance or log the issue into the ticketing system for further investigation.
- d). Once the matter is addressed or closed, the agent will update the ticket status and collect final feedback from the caller to ensure satisfaction and continuous service improvement.

1033 – ERSS112 Coordination workflow

- a). As part of the integration between ERSS-112 and the centralized 1033 control room, if a caller in distress on national highways contacts ERSS-112, the emergency event requiring assistance is to be pushed from the ERSS-112 system of the respective State/UT to the 1033 system. Upon receiving such events, the 1033 CAD system will display the caller's details and location on the GIS map for appropriate action. The manpower service provider at the 1033 control room must ensure timely and effective handling of these events in accordance with the 1033

SOP and provide feedback and closure details back to the originating ERSS-112 control room.

- b). As part of the integration between the centralized 1033 control room and the ERSS-112 system, if a caller in distress on non-national highway location contacts the 1033 control room, the system will capture the caller's details and location and generate an event in the CAD module. If assistance is required from the ERSS-112 system, the manpower service provider ensure that event must be pushed to the ERSS-112 system of the respective State/UT. This will create a dispatchable event in the ERSS-112 system. Once received, the ERSS Call Taker will view the caller details and location on the GIS map and proceed as per the ERSS-112 SOP. Feedback and closure details will then be sent back to the 1033 control room.

9.1.27. Social Media Complaint Handling

- a). The selected manpower service provider shall be responsible for deploying and maintaining a robust social media management software/tool. (refer clause 9.1.5 (d))
- b). IHMCL will provide access credentials and relevant details for all social media accounts designated for monitoring and tracking, including the official 1033 Helpline handles. Information regarding any additional NHAH/IHMCL accounts identified for monitoring will be shared as and when required.
- c). Social Media Complaint Handlers will be deployed at the 1033 Helpline Centre 24x7 to actively monitor and respond to complaints received via platforms such as Twitter (X), WhatsApp Business, Instagram, and others.
- d). All incoming complaints must be promptly acknowledged and responded to by the Social Media Team to ensure timely and effective engagement with users.
- e). Logged complaints shall be forwarded to the respective L1 CCA/L2 dispatcher/Backend Team, which will coordinate with concerned stakeholders to investigate and resolve the issues. Each complaint must be accurately logged into the ticketing CRM system, capturing all relevant details for tracking, categorization, and resolution.
- f). Complaints identified as critical or high priority must be escalated immediately to the Social Media Manager for focused attention and expedited handling.
- g). The Social Media Manager shall be deployed at the IHMCL office to coordinate with IHMCL, NHAH, and other relevant departments, ensuring timely resolution of escalated complaints. Additionally, the Social Media Content Creator shall also be stationed at the IHMCL office to support content development.
- h). Once a resolution is received, the user must be informed on the same social media platform where the complaint was raised, along with a feedback link to assess user satisfaction.
- i). The social media Team must update the CRM system with final resolution details and ensure proper documentation of the complaint lifecycle.
- j). Continuous coordination between the social media Team, Backend Team, and IHMCL/NHAH is essential to maintain service quality, improve response times, and enhance user experience.
- k). Manpower Service provider should use Level-1 CCA idle manpower during non-peak time for handling complaints in these category as well.

9.1.28. Other Complaints

- a). Complaints received through official email IDs of IHMCL or NHAI, or via personal email IDs of officials, shall be considered under the scope of this RFP.
- b). The selected Manpower Service provider shall provide a dedicated email ID for the purpose of receiving such complaints from IHMCL/NHAI or its designated officials.
- c). Upon receipt of a forwarded complaint, the Manpower Service provider backend team shall:
 - i. Generate a unique ticket number for tracking.
 - ii. Classify the complaint as per predefined categories.
 - iii. Initiate resolution in accordance with the approved Standard Operating Procedure (SOP).
- d). The ticket number and resolution updates shall be communicated to both the original complainant and the forwarding official, ensuring transparency and traceability throughout the resolution process.

9.1.29. Quality Audit

Access to call recordings will be facilitated by the C-DAC. The manpower service provider must ensure the following:

- a). Quality Analysts shall audit a minimum of 1% of daily call volume evaluating communication, process adherence, accuracy, and customer satisfaction; findings to be shared daily with Level-1 CCAs and Level-2 Dispatchers.
- b). Quality Analysts shall prepare weekly reports for the Quality Manager, highlighting performance trends, recurring issues, and agent-specific observations.
- c). Quality Manager shall consolidate monthly reports, identify low-performing agents, and recommend corrective actions based on overall performance metrics.
- d). Quality Manager shall plan and implement monthly refresher trainings, prioritizing low-performing agents and new joiners based on audit insights.
- e). Quality Analysts shall ensure every agent is covered in monthly audits; Quality Manager shall ensure focused audits on low performers and new joiners and track corrective actions for improvement.
- f). The Quality Analyst shall compile and consolidate monthly ticket summary reports, categorized by stakeholder type—namely Toll Plazas, PIUs, ROs, and Banks. These reports must include detailed insights into the volume and nature of tickets raised, resolved, and pending, along with ticket aging analysis to track resolution timelines and identify delays.

Note: Bidders approach to the call quality audit is to be assessed during technical evaluation of bid (Annexure 06 - clause 10.6.5)

9.1.30. Reporting Obligations

- a). The Manpower Service provider shall submit weekly and monthly reports to IHMCL. These reports will be essential for analyzing operational performance and will play a critical role in payment settlements and contract performance management. All analytical reports must be based on system-generated data, and the corresponding raw data should be submitted alongside the analyzed reports to ensure transparency.

- b). Reports must highlight highway stretches with a higher frequency of critical incidents. Additionally, analytical reports providing region-wise and state-wise insights into call volumes, call types, and incident categories must be submitted.
- c). IHMCL or its designated consultants may request additional MIS or system generated reports as needed. The Manpower Service provider shall be responsible for preparing and delivering these reports promptly.
- d). The Manpower Service provider will provide dashboard access to IHMCL with parameters involving call quality audits, customer feedback and non-emergency issues involving banks and toll plaza.
- e). The following detailed reports must be submitted by the Manpower Service provider on a regular basis:

Weekly report	Monthly report
<ul style="list-style-type: none"> - Inbound Call Detail Record (CDR) - Outbound Call Detail Record (CDR) - Ticket Summary Report - Call Quality Audit Report - Customer Feedback Analytical Reports - KPIs (Average Handle Time, First Call Resolution, Agent Utilization Rate, Occupancy Rate, etc.) - Social monitoring report (social media mentions & relevant conversations related with complaints/queries/issues, average response time, and relevant KPIs as per IHMCL requirements, etc.) 	<ul style="list-style-type: none"> - Inbound Call Detail Record (CDR) - Outbound Call Detail Record (CDR) - Stakeholder category-wise Ticket Summary Report - Call Quality Audit Report - Customer Feedback Reports - Attrition report - SLA report - KPIs (Average Handle Time, First Call Resolution, Agent Utilization Rate, Occupancy Rate, etc.)

- f). All weekly and monthly reports must be prepared and shared in accordance with IHMCL's requirements to enable a comprehensive, 360-degree review of overall project operations.

9.1.31. Confidentiality of Information

- a). The Manpower Service provider shall keep all information collected from an accident victim/ user/ volunteers/ paramedics/ Police staff during the course of providing any service under this Agreement completely confidential. No information, in whole or in part, recorded under this Agreement can be shared by the Manpower Service provider, a sub-contractor or an employee or any person who is not directly concerned with providing services to an accident victim/User under this Agreement. It is hereby clarified that the Manpower Service provider shall not be permitted to keep any duplicate copies in print, electronic or any other form of the information collected and recorded after the expiry of the Term. At the end of the Term, the Manpower Service provider shall ensure that all information that is collected and recorded including any duplicate copies made of such information under this Agreement is handed/ transferred to IHMCL in accordance with the terms and conditions of this Agreement.

9.1.32. Schedule for start of call centre services by the Manpower Service provider

- a). The Call Centre should be operational within 60 calendar days from the date of signing of contract. The Manpower Service provider shall confirm IHMCL upon start of service.

- b). The Manpower Service Provider shall be responsible for working cohesively with the C-DAC to facilitate seamless integration of systems within the premises and with those provided by the C-DAC. The bidder shall also extend on-site support to the C-DAC during the integration period.
- c). If the Manpower Service provider is not able to meet the timelines for the deliverables as enumerated above, IHMCL may impose Liquidated Damages @ Rs.1 (One) lakh per week of delay or part thereof subject to a cap of 5 lakh, unless the delay is due to reasons beyond his control. In case of a delay of more than six weeks, IHMCL may consider termination of contract and/or forfeit the performance security or both.

9.1.33. Training & Capacity development

- a). To ensure the effective delivery of emergency assistance on India's National Highways, the 1033 helpline requires a highly trained and responsive workforce. Training and capacity building play a pivotal role in empowering contact centre personnel to handle distress calls swiftly, accurately, and empathetically. A well-structured training program not only equips staff with the technical know-how of the helpline system but also hones their communication, coordination, and crisis-management skills critical to safeguarding lives and ensuring timely response to incidents on the road network.
- b). The cost of training the manpower shall be fully covered by the Manpower Service provider.
- c). The Manpower Service provider shall appoint a dedicated Training Manager responsible for delivering process-specific training and enhancing job-related knowledge across all teams involved in the operation. In which, first aid Training should be conducted by a registered medical institution who have valid government approval or license to provide such medical trainings and Process training by professional & certified trainer with relevant prior experience.
- d). The C-DAC will provide offline training to all contact centre personnel.
- e). Develop strong foundational skills in emergency call handling, complaint logging, GPS-based incident mapping, and escalation procedures.
- f). Facilitate structured, role-specific training for Communication workforce and contact centre staff, emphasizing both functional proficiency and behavioral skills.
- g). The trainer should develop a detailed training module which must include in-depth documentation on operational workflows, detailed knowledge of FASTag products and associated procedures, protocols for managing accident-related calls, and standardized operating procedures (SOPs) for handling different types of calls and complaints. The Manpower Service provider is responsible for organizing and delivering the required trainings. The finalized training module, along with the process manual, must be submitted to IHMCL for review and reference.
- h). Conduct simulation-based and experiential learning to enable staff to navigate high-pressure emergency scenarios effectively.
- i). If the Manpower Service provider engages external experts for any training component, it shall bear the costs of travel and accommodation for those experts.
- j). Include refresher and need-based training cycles triggered by significant updates in technology, standard operating procedures (SOPs), or policy frameworks. Any update in the training content should be done post approval of IHMCL.
- k). Provide multilingual training material and delivery, ensuring linguistic inclusivity across different highway zones and states.

- l). Equip trainers with comprehensive knowledge of both technical and functional aspects, and ensure they maintain professionalism, courtesy, and adaptability throughout training.
- m). Establish digital learning infrastructure including video modules, e-learning content, and mobile-accessible portals to provide flexible and self-paced learning.
- n). Maintain biometric attendance, detailed performance tracking, and assessment mechanisms to monitor training impact and identify areas for improvement.
- o). Create a centralized, continuously updated digital repository for training module, SOPs, deployment guides, accessible to IHMCL as well.
- p). Design feedback-driven evaluation processes, with structured templates to collect trainee responses, and generate analytical reports post each training phase. Bidder shall design the trainee feedback template in consultation with the IHMCL.
- q). Training Categories:

- i. **Employee Orientation and Professional Conduct Training**

The Manpower Service provider shall conduct structured training programs to ensure all deployed personnel are professionally equipped for their respective roles within the helpline operations. The scope of this training shall include, but not be limited to, the following:

- **Organizational Familiarization:** Induction sessions covering the objectives, operational structure, and service protocols of the 1033 helpline to align staff with the expectations of the project.
- **Communication and Interpersonal Skills:** Training modules focused on effective verbal and written communication, active listening, professionalism, and adherence to call-handling etiquettes as per the prescribed scripts.
- **Policy and Conduct Orientation:** Comprehensive briefings on organizational policies, attendance guidelines, escalation procedures, and codes of conduct to ensure consistent and compliant behavior across all shifts and locations.

- ii. **Process and Operational Training**

The Manpower Service provider shall deliver comprehensive training modules to ensure that all personnel are well-versed in the 1033 helpline's operational workflows, standard procedures, and coordination mechanisms. This shall include, but not be limited to:

- **Helpline Process Orientation:** Detailed familiarization with end-to-end workflows for handling calls related to emergencies, FASTag grievances, breakdowns, and incidents occurring on national highways.
- **Standard Operating Procedures (SOPs):** Training on the correct handling of different call categories, escalation protocols, complaint resolution timelines, and documentation requirements.
- **Multi-Agency Coordination:** Instruction on protocols for effective liaison with highway patrol units, ambulances, toll operators, and other stakeholders to ensure timely and coordinated responses.

iii. Technical and System-Specific Training

The Manpower Service provider shall ensure that all deployed resources are trained in the use of relevant software applications, hardware tools, and IT platforms necessary for the smooth operation of the 1033 helpline. The scope of this training shall cover:

- **General training regarding IT basics:** Introductory modules on desktop operation, login protocols, data entry norms related to hardware and connectivity.
 - **System Navigation and Application Use:** Hands-on training on the helpline's CRM platforms, ticketing systems, caller dashboards, and map-based location tracking tools.
 - **Reporting:** Training on data recording practices, generation of periodic MIS reports, and interpretation of dashboards for performance monitoring and service quality assessment.
- r). As part of the onboarding and capacity-building framework for the 1033 National Highways Helpline, a comprehensive 15-day training program shall be conducted for all call centre personnel. An Indicative Plan for Process Training has been provided below.

*Note: The training topics listed are **indicative in nature** and **not exhaustive**. Additional content may be included based on operational needs or client requirements.*

S.No.	Training Module and Content
1.	Introduction
	<ul style="list-style-type: none"> • Training Program Overview • NHAI Overview • IHMCL Overview • MoRTH Overview • NPCI Overview • About 1033 helpline • Background/Objective of 1033 Helpline • Process Structure 1033 Helpline • Introduction of National Highways, State Highways and others • Understanding EPE/WPE and Expressway operations • Toll plaza functionality and categorization • Toll fee collection process and team structures • Organizational structure of toll and highway teams
2.	Soft Skills
	<ul style="list-style-type: none"> • Types of callers and understanding their expectations • Empathy, listening skills, and professional communication • Accuracy in capturing and documenting caller information • Basic Etiquette of Telephony Communication • Basic Understanding of customer service • Do's & Dont's on call

3.	Process skills
	<p>Emergency Call Handling</p> <ul style="list-style-type: none"> • Emergency call types and sub-types • Call handling for highway emergencies including accidents • SOPs for accident calls (fatal, injury, and non-injury) • SOP for health-related emergencies • SOPs for other highway incidents: traffic jams, assistance requests etc. • SLAs related to call Handling <p>Toll Plaza/Highway Operations</p> <ul style="list-style-type: none"> • SOPs for toll charge disputes and overweight charge conflicts • Handling queries on toll fare, routes, passes, and emergencies • SOPs for contact updates, exemptions, and recharge processes • Addressing queries related to amenities, routes, and emergencies on highways • SOPs for potholes, road conditions, lighting, traffic jams, strikes • Handling complaints about toll plaza services, misbehavior, infrastructure, and delays • SOPs for fraudulent activity, unsatisfactory resolutions, and slip-related issues • Managing disputes over toll fare, passes, and payment slips <p>FASTag Operations</p> <p>1. Overview of FASTag System</p> <ul style="list-style-type: none"> • NETC, ETC Infrastructure, Issuer/Acquirer Bank Roles • FASTag System Overview • Types of FASTag, Charges, and Wallet Usage • My FASTag App, Rajmargyatra App, and NHAH Prepaid Wallet Features <p>2. Vehicle and User Management</p> <ul style="list-style-type: none"> • Vehicle Classification, and Exemption Procedures • Pass Management and Recharge Processes (Local and Monthly Pass Definitions, Eligibility, and Recharge Procedures) • Customer Disputes on Payments, Fake Tags, and Incorrect Details • General FASTag Queries • SOPs for Long Toll Queues <p>3. FASTag Lifecycle Management</p> <ul style="list-style-type: none"> • Activation, Deactivation, Linking, and Wallet Creation • Tag Replacement, KYC, Recharge, and Dispute Resolution Processes • Issues with Blacklisted/Low Balance FASTags, and Tag Activation/ Deactivation • Handling of Old Complaint Follow-ups and Unsatisfactory Resolutions <p>4. Technical Support and User Assistance</p> <ul style="list-style-type: none"> • Recovery of User Credentials, Portal/App Guidance • Recharge and Linking Processes, Account Deactivation, and Statement Download • Complaints about Portal Access, POS Operations, and Faulty Tags • Escalation Workflows and Tag Delivery Delays • Complaints Regarding Toll Plaza Staff Behavior, Long Queues, and Manual Payments

4.	Social Media Platform
	<ul style="list-style-type: none"> Platform features and functions (Twitter, Instagram) Drafting statements templates, clarifications, and updates.
5.	Technology Training
	<p>Detailed Theory and hands-on training sessions will be provided by C-DAC.</p> <ul style="list-style-type: none"> Call Taking module Dispatcher module Toll Plaza dispatcher module GIS Vehicle tracking module Supervisor module Admin module Reports Field vehicle app module Back-end CR module Stake holder module
6.	Assessment
	Post-training Final test Examination and Certification.
7.	Miscellaneous
	Regional language specific trainings.

9.2. Assignment

- 9.2.1. The activities / services / infrastructure and / or any obligations in whole or in part under this contract may not be assigned/ subcontracted/ outsourced by the Manpower Service provider without prior approval of IHMCL.
- 9.2.2. IHMCL reserves the right to modify this Term of Reference (TOR) in public interest, security of the Nation and proper conduct of services. Manpower Service provider is responsible to restructure the call centre operation as per revised Term of Reference (TOR) with no additional cost to IHMCL.

9.3. Service Level Agreement

9.3.1. Purpose of the SLA

- The primary goal of the service levels is to maintain the quality of services delivered by the Manpower Service provider in an effective and efficient manner, as specified in this Request for Proposal (RFP). To achieve this goal, the Manpower Service provider shall adhere to the Service Levels outlined in detail within this section, commonly referred to as the Service Level Agreement (SLA).
- The service level targets establish the criteria for the quality and performance of services that the Manpower Service provider is required to provide to IHMCL (1033 helpline) throughout the duration of this contract. These targets will remain in effect unless modifications to the stated SLA targets are made.

9.3.2. General Principles

This SLA document provides for minimum level of services required, performance indicators and measurements thereof. In order to review the services provided under this agreement, IHMCL shall:

- a). Check performance of the Manpower Service provider against SLAs and consider any key issues in performance statistics including major incidents, service trends, etc.
- b). Discuss escalated problems, new issues and matters still outstanding for resolution.
- c). Review of statistics related to rectification of outstanding faults and agreed changes.
- d). Provide suggestions for changes to improve the service levels. If desired, IHMCL may initiate an interim review to check the performance and the obligations of the Manpower Service provider. IHMCL reserves the right to engage a consultant for assisting it in smooth conduct of the above-mentioned and other items of work.

9.3.3. SLA Change Control

IHMCL reserves the right to modify the existing Service Level Agreement (SLA) or add new Service Level Agreement (SLA) parameter as per requirement from time to time, to improve the functioning of the call centre services, in the public interest. The Manpower Service provider shall abide by the modified SLA parameter without any additional cost to IHMCL during the contract period.

9.4. IHMCL's Responsibility

IHMCL shall observe, undertake, comply with and perform, in addition to and not in derogation of its obligations elsewhere set out in this Agreement, the obligations set forth in this Article:

To release payments to Successful bidder in accordance with the Agreement

To reasonably cooperate with the Successful bidder to enable it to render its services in terms of the Agreement.

9.4.1. Service Level Agreement Applicability

The parameters in the Service Level Agreement will be applicable w.e.f the date of start of services (as stated in section 8.3). IHMCL reserves the right to re-visit Service Level Agreements (SLAs) later based on learning from experience and stabilization of operations.

9.4.2. Service Level Agreement (SLA) Parameters

The Manpower Service provider agrees to the following service level agreement (SLA) parameters while providing services to callers. These SLAs shall be tracked on a periodic basis and have incorporated penal provisions and / or liquidated damages for non-adherence to any of them.

S.No.	SLA	Description	Penalties	% of total monthly bill
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1.	SLA 01 – Average Speed to Answer	<ul style="list-style-type: none"> This is the percentage of calls that are answered by the Call Centre operators within 6 seconds post IVR ends. 	>90%	Nil
			>85% to <=90%	1%
			>80% to <=85%	2%
			<=80%	5%
2.	SLA 02- Attrition Rate	<ul style="list-style-type: none"> This is the Attrition rate (AR) of Level-1 CCAs and Level-2 Dispatcher in the month. 	<15%	NIL
			>15% for the 2 consecutive months	10%
3.	SLA 03 – Accessibility of Call Centre for all calls (Call Abandoned Rate)	<ul style="list-style-type: none"> To measure the % of callers that fail to connect to Call Centre. The purpose is to ensure that most road users attempting to contact Call Centre should be able to connect to it. 	<=3%	NIL
			>3% to <= 5%	2%
			>5% to <=10%	5%
			>10%	7%
4.	SLA 04 – Turn Around Time for Docket Generation	<ul style="list-style-type: none"> This is the percentage of Emergency calls for which ticket / docket is generated and submitted with complete required information within 60 seconds. 	>90%	Nil
			>85% to <=90%	1%
			>80% to <=85%	2%
			<=80%	3%
5.	SLA 05 – Outbound call backs against Disconnected, Missed, Abandoned Calls	<ul style="list-style-type: none"> This is the percentage of outbound calls made to respond to all Disconnected, Missed, Abandoned Calls. 	>90%	Nil
			>85% to <=90%	1%
			>80% to <=85%	2%
			<=80%	3%
6.	SLA 06 – Response time		>90%	Nil

	for non-voice mode of communications	<ul style="list-style-type: none"> Time taken for first response to customer via all sources other than voice calls. 	>85% to <=90%	1%
			>80% to <=85%	2%
			<=80%	3%
7.	SLA 07 - System uptime	<ul style="list-style-type: none"> Percentage of system downtime (systems which are part of bidder's scope of work) 	=<0.5%	Nil
			0.5%> to <=5%	5%
			5%> to <=10%	8%
			>10%	10%

a). SLA 01 – Average Speed to Answer (ASA)

Definition		
It provides the waiting time in Automatic Call Distributor (ACD) queue after being connected by a caller to the Call Centre but before being answered by the CCA.		
Method		
Data Capture	Number of calls answered within 6 seconds as well as total number of calls should be captured by the IT systems/MIS at the Call Centre. The SLA achieved levels shall be reported by MIS.	
Measurement Interval	Daily	
Reporting Period	Monthly	
Penalties		
S.No.	%age of calls that are attended within 6 seconds	Penaltyon monthly billed amount
1	>90%	Nil
2	>85% to <=90%	1%
3	>80% to <=85%	2%
4	<=80%	5% 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.		

b). SLA 02 – Attrition Rate

Definition		
Attrition rate is the rate at which employees voluntarily or involuntarily leave an organization over a given period.		
Method		
Data Capture	This is the Attrition rate (AR) of Level-1 CCAs and Level-2 Dispatcher in the month.	
Measurement Interval	Monthly	
Reporting Period	Monthly	
Penalties		
S.No.	%age of attrition rate for each of the two consecutive months	Penaltyon monthly billed amount
1	<15%	Nil
2	>=15%	10% of monthly bill
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.		

c). SLA 03 – Accessibility of Call Centre for all calls

Definition	
Percentage of calls getting rejected at MSC or Telecom provider switch directly connected to the Call Centre during day Time Consistent Busy Hour (TCBH) averaged over the month.	
Percentage of calls getting rejected could be for want of Call Centre capacity or fault in some element of the Call Centre that is attributable to the Manpower Service provider (Simply put, Calls missed or not responded by the Call centre)	
Method	
Data Capture	The Manpower Service provider is responsible to carry out daily reconciliation after obtaining report from all connecting MSCs/Telecom Service provider switches and the Call Centre system. Reconciled figures for all days in a month will be totaled to arrive at monthly call failure figure.
Measurement Interval	Daily
Reporting Period	Monthly
Penalties	

S.No.	% of calls not able to connect to Call Centre (Averaged over a period of one month)	Penalty in % on monthly billed amount
1	<=3%	NIL
2	>3% to <= 5%	2%
3	>5% to <=10%	5%
4	>10%	7% 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.		

d). SLA 04 – Turn Around Time for Emergency call Docket Generation

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		
S.No.	%age of emergency calls for which ticket/docket have been generated and submitted within 60 seconds	Penalty amount
1	>90%	Nil
2	>85% to <=90%	1%
3	>80% to <=85%	2%
4	<=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.		

e). SLA 05 – Outbound call backs against Disconnected, Missed, Abandoned Calls

Definition		
Total time taken to revert call back to any Disconnected, Missed, Abandoned Calls		
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		
S.No.	%age of Disconnected, Missed, abandoned calls and SMS that are responded within 30 seconds	Penalty amount
1	>90%	Nil
2	>85% to <=90%	1%
3	>80% to <=85%	2%
4	<=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.		

f). SLA 06 – Response time for non-voice mode of communications

Definition	
Total time taken for first response from the time of arrival of issue via sources other than voice communications. Non-voice mode of communication channel includes Email, SMS and Social Media platforms i.e. WhatsApp, Twitter, Instagram etc.	
Method	
Data Capture	Time taken for first response to customer via all sources other than voice calls.
Measurement Interval	Daily
Reporting Period	Monthly

Penalties		
S.No.	% of customer posts, messages, or comments acknowledged within 10 minutes of receipt during operational hours on official social media channels.	Penalty amount
1	>90%	Nil
2	>85% to <=90%	1%
3	>80% to <=85%	2%
4	<=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.		

g). **SLA 07 – System uptime**

Definition		
<p>This Service Level Agreement (SLA) implies that Call Centre services are fully available, and system is not down for any reason.</p> <p>Responsibility for uninterrupted availability of telephone connection and rectification of fault (whenever required) shall rest with the bidder which are part of bidder's scope of work.</p> <p>The downtime, in which no road user could be serviced due to fault in the system, which includes Hardware & Voice infrastructure, based on system logs & reports.</p>		
Method		
Data Capture	It will be calculated based on following formula: h). "100 - (Up time (minutes) / Total minutes in a month) x100". For example, the system was down for 2 hours in July 15; Uptime will be [100- {120/ (31 days x 24 hours x 60 minutes)}]x 100]=99.73%.	
Measurement Interval	Monthly	
Reporting Period	Monthly	
Penalties		
S.No.	% System down time for a month	Penalty amount
1	=<0.5%	Nil
2	0.5%> to =<5%	5%

3	5%> to =<10%	8%
4	>10%	10% 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.		

9.5. Successful bidder's Responsibility

The Successful bidder shall observe, undertake, comply with and perform, in addition to and not in derogation of its obligations elsewhere set out in this Agreement, the obligations set forth in this clause:

- a). To perform the Scope of Work as set out in Section 9.
- b). To be responsible for compliance with Applicable Laws.
- c). To procure, as required, the appropriate proprietary rights, licenses, agreements and permissions for, inter alia, materials, methods, processes, software, operating systems, designs, trademarks, documents and systems used.
- d). To provide Performance Security in the form of Bank Guarantee to IHMCL, in accordance with relevant section of RFP.
- e). To carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and to observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods.
- f). To keep sufficient accessories, spares, parts, etc., while discharging Scope of Work.
- g). To provide onsite support for the complete system.
- h). To provide necessary information and reports including those pertaining to problems relating to customer complaints to IHMCL and the entities authorized by IHMCL.
- i). To reasonably cooperate with IHMCL and other stakeholders concerned in relation to the matters covered under this Agreement; and
- j). To be responsible for safety and security of its staff.
- k). To deploy adequate number of resources with qualifications and skills commensurate to the job requirement.
- l). To maintain adequate insurance covers to safeguards its interest regarding any loss/damage/theft to its equipment and or personal during conduct of the assignment.
- m). Indemnify IHMCL against any damage/loss of property or personal of the agency during conduct of assignment.
- n). Sign the Non-Disclosure Agreement (NDA) with IHMCL.
- o). Manpower Service Provider Exit Management Plan**

An Exit Management plan shall be furnished by Manpower Service Provider in writing to the IHMCL within 30 days from the date of signing the Contract, which

shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, and Service Level monitoring.

A detailed program of the transfer process that could be used in conjunction with a Manpower Service Provider including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.

- i. Exit Management plan in case of normal termination of Contract period
- ii. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
- iii. Exit Management plan in case of termination of the Manpower Service Provider.
- iv. Exit Management plan at the minimum adhere to the following:
 - a. *Three (3) months of the support to Replacement of Manpower Service Provider post termination of the Contract.*
 - b. *Complete handover of the Planning documents and other relevant items to the Replacement of Manpower Service Provider.*
- v. In the event of termination or expiry of the contract, Project Implementation, or Service level monitoring, both Manpower Service Provider and IHMCL shall comply with the Exit Management Plan.
- vi. During the exit management period, The Manpower Service Provider shall use its best efforts to deliver the services.
- vii. Provide a recommended Exit Management Plan, which shall include following documents:
 - a. *Project Organization and Management plan*
 - b. *Training Plan*
 - c. *Support Service Plan*
 - d. *Task, Time, and Resource Schedules (List of tasks, the dependency among the tasks, the duration to perform the tasks, the resources allocated to perform the tasks, the scheduled start and finish dates for the task)*
- viii. Provide training and capacity building documents including:
 - a. *Training Modules*
 - b. *Training Need Assessment*
 - c. *Process manual*
- ix. Provide details of critical issues and challenges that you would like to highlight.
- x. Provision of Information: Provide access to information reasonably required to define the current mode of operation associated with the provision of services and access and copies of all information / data / documentation, prepared, or maintained, pertaining to IHMCL, services rendered including but not limited to applications, Business, and other performance data.

10. Annexure

Check List for documents to be submitted for pre-qualification, technical and financial evaluation:

S.No.	Details	✓
1.	Copy of Certificate of Incorporation / Registration under Companies Act, 1956/2013	
2.	Registration Certificate from DoT	
3.	PAN Card	
4.	GST Registration	
5.	Certificate from the Statutory Auditor/CA clearly specifying the annual turnover for the specified years in Annexure 4.	
6.	Copy of all the relevant work orders utilized as proof of experience for qualification evaluation, clearly highlighting the scope of work, number of inbound and other seats, and the year of execution.	
7.	Completion Certificate or In-Operation phase Certificate issued & signed by the competent authority of the client on the entity's letterhead utilized as proof of work experience.	
8.	Valid proof of Employee provident fund (EPF)/Employee state Insurance (ESI) documents of the existing employees. (Criteria-6 of pre-qualification criterion)	
9.	Payment receipt/proof of document/Application Fee which is submitted to IHMCL.	
10.	Annexure 1: Bid Covering Letter	
11.	Annexure 2: Brief application of the applicant	
12.	Annexure 3: Undertaking	
13.	Annexure 4: Bidder's Annual Turnover	
14.	Annexure 5: Power of Attorney/Letter of Authorization	
15.	Annexure 6: Presentation for approach and methodology	
16.	Annexure 8: Format for Financial Proposal	
17.	Annexure 9: Summary of Project Experience Submitted by Bidder	
18.	Annexure 10: Pre-bid Query Format	
19.	Annexure 12: Format for Bank Guarantee for EMD	
20.	Annexure 13B: Manpower evaluation criteria Form B	
21.	Annexure 14: Letter of Intent for location of the 1033 helpline operation	

10.1. Annexure 1: Bid Covering Letter

(In the letterhead of the Bidder)

To

Chief Operating Officer

Indian Highways Management Company. Ltd. (IHMCL)

G-5&6, Sector 10 Dwarka

New Delhi 110075

Subject:

Ref. No. RFP. No. dated

Dear Sir,

1. I/We, the undersigned, have carefully examined the contents of the document including amendments/ addendums (if any) thereof and undertake to fully comply and abide by the terms and conditions specified therein and hereby submit our application. Our application is unconditional and unqualified.
2. I/We undertake that, in competing for (and, if the award is made to us), for executing the above contract, we will strictly observe the laws against fraud and corruption in force in India.
3. I/We understand that:
 - a) this Bid/Proposal, if found incomplete in any respect and/ or if found with conditional compliance or not accompanied with the requisite application fee and/ or prescribed supporting document shall be summarily rejected.
 - b) if at any time, any averments made or information furnished as part of this application is found incorrect, then the application will be rejected
 - c) IHMCL is not bound to accept any/ all Bid (s) it will receive.
4. I/We declare that:
 - a) I/We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to submit Proposals for RFP Name, without incurring any liability to the Bidders, in accordance with relevant clause of the RFP Document
 - b) We undertake that in case, due to any change in facts or circumstances during the Bidding Process, we become liable to be disqualified in terms of the provisions of disqualification, we shall intimate IHMCL of the same immediate.
 - c) We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, we shall have any claim or right of whatsoever nature if the contract is not awarded to us or our Proposal is not opened.
 - d) We undertake that none of the hardware/software/other component being proposed by us infringes on any patent or intellectual property rights as per the applicable laws.
 - e) I/We confirm that we have at least three years of experience in setting up and operationalizing of Call Centre Service(s) in India as on bid due date.

- f) I/We have not been declared ineligible by IHMCL, NHAI or Ministry of Road Transport & Highways, Government of India or any other agency for indulging in corrupt or fraudulent practices. I/We also confirm that I/We have not been declared as non-performing or debarred by NHAI or Ministry of Road Transport & Highways, Government of India.
- g) I/We haven't been blacklisted by a Central/ State Government institution/ Public Sector Undertaking/ Autonomous body and there has been no litigation with any Government Department/ PSU/ Autonomous body on account of similar services.
- h) I/We hereby confirm that no previous work order/contract awarded to us by a Central/ State Government institution/ Public Sector Undertaking/ Autonomous body or any other agency have been terminated due to default, non-compliance, or failure to deliver the agreed-upon goods or services

5. I/We declare that our bid is valid for 120 days.

Name

Designation/ Title of the Authorized Signatory.....

Authorized Signatory:

Date.....

10.2. Annexure 2: Brief application of the applicant(s)

(To be prepared on letterhead of the Applicant)

Subject: Selection of _____ RFP Ref. _____

1. Bidder Details
 - a) Name of Applicant:
 - b) Year of establishment:
 - c) Registered Address:
 - d) Constitution of the Applicant entity e.g. Government enterprise, private limited company, limited company, etc.
2. Address for correspondence with Telephone/ Fax numbers/ e-mail address:
 - a) Authorized Person with Complete postal address:
 - b) Fixed telephone number
 - c) Mobile number
 - d) E-mail address
 - e) Official Bank (for returning EMD)
 - f) Bank Account Name, Number, IFSC Code (for returning EMD)
3. Name of the Statutory Auditor/CA certifying the documents along with his/ her Membership number, if applicable:
4. Applicant details (Please include details, if applicable)

Required Info	Documentary Evidence Attached (Yes/No, along with page no.)
Field of business	
Registration Status	
Qualifying Projects – value, client, key features	
Average Turnover	
Is Bidder debarred by any Government entity (Yes/No)	

10.3. Annexure 3: Undertaking

Subject: Selection of _____ RFP Ref. _____

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our Company/firm M/s_____have abandoned any work of National Highways Authority of India/IHMCL, nor any contract awarded to us for such works have been rescinded, during last five years prior to the date of this bid.
3. The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by IHMCL to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that IHMCL may ask for further qualifying information and agrees to furnish any such information at the request of IHMCL.
5. We confirm that we have not been blacklisted /debarred by any central/state Government department/organization or Quasi Government agencies of PSU.
6. We confirm that no criminal proceeding is pending against our company/firm or any of its Directors/ Partners in any court of law.
7. We also confirm that we have not been convicted by any court of law for any of the offences under any Indian laws

(Signed by an Authorized Officer of the bidder)

Title of Officer

Name of bidder

DATE

10.4. Annexure 4: Bidder's Annual Turnover

RFP Ref _____ (Date)

From,
(Name & Address of the Bidder)_____
_____To,
Chief Operating Officer,
Indian Highways
Management Company Ltd.
G-5&6, Sector 10 Dwarka
New Delhi 110 075**Subject:** Dear Sir/Madam,We hereby certify that the average annual turnover of M/s. _____ (name of the bidder) for the last three financial years (ending 31st March 2024) is as given below:

Annual Turnover for the last 3 Financial Years (FYs) in Indian Rupees (INR)			
FY 2021-22	FY 2022-23	FY 2023-24	Average

Annual Net worth for the last 3 Financial Years (FYs) in Indian Rupees (INR)			
FY 2021-22	FY 2022-23	FY 2023-24	Positive/Negative as on 31 st March 2024

Yours Sincerely,

(Signature of Statutory Auditor/CA)

Name of the Statutory Auditor/CA:

Seal:

10.5. Annexure 5: Power of Attorney/Letter of Authorization

Know all men by these presents, we, M/s (name of Firm/ Company and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./ Ms..... son/daughter/wife ofand presently residing at, who is presently employed with us and holding the position of as our true and lawful attorney (hereinafter referred to as the “**Authorized Signatory or Attorney**”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our quotation for empanelment as the agency for .., proposed by Indian Highways Management Co. Ltd., including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses to IHMCL, representing us in all matters before IHMCL, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with IHMCL in all matters in connection with or relating to or arising out of our proposal for the said assignment and/or upon award thereof to us.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Signatory or Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,THE ABOVE-NAMED PRINCIPAL HAVE PURSUANT TO THE RESOLUTION DATED OF THE BOARD OF DIRECTORS IN THAT BEHALF CAUSED ITS COMMON SEAL, EXECUTED THIS

POWER OF ATTORNEY ON THIS DAY OF, 202.....

For

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarized Accepted

.....

(Signature, name, designation and address of the Attorney)

Notes:

*The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. **The Power of Attorney should be executed on a non-judicial stamp paper of appropriate denomination and should be registered or duly notarized by a notary public.***

Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, Applicants from countries that have signed The Hague Legislation Convention 1961 need not get their Power of Attorney legalized by the Indian Embassy if it carries a conforming Apostles certificate.

10.6. Annexure 6: Brief Methodology and Work Plan

The bidder shall prepare a presentation demonstrating a clear understanding of the scope of work under this RFP and submit a copy as part of this form.

Relative evaluation of all presentations will be conducted based on the following criteria:

- 10.6.1. The bidder shall outline the proposed methodology and work plan, including protocols for prioritizing emergency and critical calls, recognizing that any incoming call may require urgent attention. (2 Marks)
- 10.6.2. The bidder shall detail the approach for managing non-emergency highway-related calls and queries related to FASTag. (2 Marks)
- 10.6.3. The bidder shall describe the methodology for handling complaints received through social media platforms. (7 Marks)
- 10.6.4. The bidder shall present the proposed process for conducting daily call quality audits. (7 Marks)
- 10.6.5. The bidder shall propose a suitable location within the Delhi-NCR region for establishing the 1033 helpline call centre. The proposal must include details regarding the physical space, surrounding environment, access roads, and connectivity infrastructure to facilitate an assessment of its suitability for call centre operations. (2 Marks)

10.7. Annexure 7: Format for Performance Bank Guarantee

To

Chief Operating Officer

Indian Highways Management Company. Ltd. (IHMCL)

G-5&6, Sector 10 Dwarka

New Delhi 110 075

WHEREAS _____ [Name and address of Agency] (hereinafter called “the Manpower Service provider”) has decided to apply to IHMCL for providing services, in pursuance of IHMCL letter of work award No. _____ dated dd/mm/yyyy for “Request for Proposal (RFP) For _____” (hereinafter called the “Contract”).

1. AND WHEREAS it has been stipulated by IHMCL in the said letter that the Manpower Service provider shall furnish a Bank Guarantee for the sum specified therein as security for compliance with his obligations in accordance with the terms & conditions of the Contract Agreement.
2. AND WHEREAS we have agreed to give the Manpower Service provider such a Bank Guarantee:
3. NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider up to a total of /- (Rupees) only, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of `/- as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.
4. We hereby waive the necessity of your demanding the said debt from the Manpower Service provider before presenting us with the demand.
5. We further agree that no change or addition to or other modification of the terms of the Manpower Service provider or of the works to be performed there under or of any of the Contract documents which may be made between you and the Manpower Service provider shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.
6. We undertake to pay to the IHMCL any money so demanded notwithstanding any dispute or disputes raised by the Manpower Service provider in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Manpower Service provider shall have no claim against us for making such payment.

7. The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Manpower Service provider or of the Bank.
8. This guarantee shall also be operable at our branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension/ renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.
9. This bank guarantee shall be valid from
10. Notwithstanding anything contained herein:
 - a) Our liability under this Bank Guarantee shall not exceed `...../-
 - b) The Bank Guarantee shall be valid up to.....
 - c) We are liable to pay the guaranteed amount or any part thereof under this Guarantee only and only if you serve upon us a written claim or demand on or before

Name:

Date:

Designation:

Employee Code Number:

Telephone Number:

Name of issuing bank branch _____

Address _____

Telephone number _____

E-mail: _____

Name of bank branch at New Delhi _____

Address _____

Telephone number _____

E-mail: _____

*The bank guarantee shall be verified through SFMS package.

Name of controlling bank branch _____

Address _____

Telephone number _____

E-mail: _____

10.8. Annexure 8: Format for Financial Proposal

(To be submitted in the excel format uploaded on e-tender website (Financial Bid))

Bidder needs to fill ONLY Yellow cells

S.No.	Role	No. of resources (a)	Cost/ person per month <u>inclusive of all applicable charges excluding GST and fixed for the entire Contract period.</u> (b)	Total resource cost per month (c = a*b)
Administration/Support Team				
1.	Project Manager/Manager Operation	1		
2.	Assistant Manager	3		
3.	Trainer	2		
4.	Quality Manager	1		
5.	Quality Analyst	3		
6.	Social Media Manager	1		
Operations Team				
1.	Level-2 Dispatcher Team Lead (FTE)	3 FTE		
2.	Level-2 Dispatcher (FTE)	24 FTE		
3.	Level-1 CCA Team Lead (FTE)	12 FTE		
4.	Level-1 CCA (FTE)	250 FTE		
5.	Backend Team	15		
6.	Social Media complaint Handler	4		
7.	Social Media Content Creator	1		
8.	Gross Total Value (GTV) for 1 month (exclusive of GST): Sum of column C			
<p>*The Lowest Quoting Bidder will be selected as per the lowest Gross Total Value (GTV), designated as L1, for awarding of the contract. (Row no.8)</p> <p>**The total project cost shall be calculated based on the rates quoted by the bidder as GTV multiplied by the 36 months.</p> <p>***For monthly payment: Applicable GST shall be charged separately as per prevailing rates and shall be payable by IHMCL in addition to the quoted amount by the selected bidder.</p>				

Cost of additional manpower requirements*:

S.No	Role	Cost person per month inclusive of all applicable charges excluding GST and fixed for the entire Contract period.
1.	Level-2 Dispatcher	
2.	Level-1 CCA	
3.	Social Media Complaint Handler	

**The cost of additional manpower requirements will not be considered in financial bid evaluation.*

10.9. Annexure 9: Summary of Project Experience Submitted by Bidder

Name of Bidder - _____

EXPERIENCE IN CALL CENTRE SERVICES

S.No.	Name of Project	Client Name	Number of Inbound Seats/Other Seats/Type of Call Centre	Start Date of Work	Completion Date of Work	Status (Completed/Ongoing)	Reference for Documentary Evidence to the Technical Proposal/Bid Submitted (Page no., Document name)
For Experience PQ							
For Experience TQ – A1							
For Experience TQ – A2							
For Experience TQ – A3							

We are attaching the required copies of the Purchase Orders / Contracts/ testimonials from the respective client Organizations.

Authorized Signatory:

Name & Title of Signatory:

Name of Bidder

Important Notes: Please mention the experience in above table in decreasing order of

project/contract cost

10.10. Annexure 10: Pre-bid Query Format

(To be submitted in Excel Format ONLY)

Name of Bidder: _____

S.No.	Ref to RFP (Clause, Page no.)	Category of Query (Technical/ Legal/ General/ Others)	Original Clause of RFP	Clarification Sought
		Technical		
		Legal		
		General		
		Others		

Bidders are required to submit their queries in the above format ONLY.

10.11. Annexure 11: Change Control Note (CCN)

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by Purchaser	Date:	
Name:		
Signature:		
Received by the Bidder	Date:	
Name:		
Signature:		
Change Control Note	CCN Number:	
Part B : Evaluation		

(Identify any attachments as B1, B2, and B3 etc.)

Changes to Services, payment terms, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.

Brief Description of Solution:

Impact:	
Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Bidder	Date:
Name:	
Signature:	
Change Control Note	CCN Number :
Part C : Authority to Proceed	
Implementation of this CCN as submitted in Part A, in accordance with	
Part B is: (tick as appropriate)	
Approved	
Rejected	
Requires Further Information (as follows, or	

as Attachment 1 etc.)	
For Purchaser and its nominated agencies	For Manpower Service provider
Signature	Signature
Name	Name
Title	Title
Date	Date

10.12. Annexure 12: Format for Bank Guarantee for EMD

B.G. No.

Dated:

To, COO

Indian Highways Management Company Ltd (IHMCL) G-5&6, Sector 10 Dwarka

New Delhi – 110075

1. WHEREAS M/s..... (a company registered under the Companies Act, 2013) and having its registered office at) (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors, administrators, successors and assigns) desires to submit bids for "<RFP Name>" against IHMCL's RFP No.

2. AND WHEREAS the said RFP requires the bidder(s) to furnish an Earnest Money Bank Guarantee (EMBG) along with their bids for the sum specified therein as security for compliance with his obligations in accordance with the said RFP.

3. AND WHEREAS at the request of the Bidder, we (..... Name of the Bank) having our registered office at..... and one of its branches at (hereinafter referred to as the "Bank"), have agreed to issue such a Bank Guarantee.

4. NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder for the sum of INR (Rupees) only, and we undertake to pay you, upon your first written demand and without cavil or argument, and without reference to the Bidder, any sum or sums within the limits of INR (Rupees) only as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

5. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the RFP Documents (hereinafter referred to as "Bidding Documents") shall be final, conclusive and binding on the Bank.

6. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not, merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its Bid open during the Bid validity period as set-forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee.

7. This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days after the Bid Due Date. The claim period shall be 60 (sixty) days thereafter or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.

8. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its Bid open during the Bid validity period set forth in the said Bidding Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall

be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other Authority.

9. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

10. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Bid validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

11. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

12. We undertake to make the payment on receipt of your notice of claim on us addressed to name of Bank along with branch address and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim. This guarantee shall also be operable at our branch at New Delhi, from whom, confirmation regarding the issue of this guarantee or extension/ renewal thereof shall be made available on demand. In the contingency of this guarantee being invoked and payment thereunder claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.

13. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

14. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.

15. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

16. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to INR (Rupees). The Bank shall be liable to pay the said amount or any part thereof only if.

The Authority serves a written claim on the Bank in accordance with relevant paragraph hereof, on or before (indicate date falling 180+60 days after the Bid Due Date).

(Signature of the Authorized Signatory)

(Official Seal) Name:

Date :

Designation:

Employee Code Number:

Telephone Number:

Name of issuing bank branch _____

Address _____

Telephone number _____

E-mail: _____

Name of issuing bank branch _____

Address _____

Telephone number _____

E-mail: _____

Name of controlling bank branch _____

Address _____

Telephone number _____

E-mail: _____

IHMCL bank account details for SFMS package is mentioned as below: - A/c Holder Name = Indian Highways Management Company Limited Bank Name = Canara Bank

A/c No. = 8598201006217

IFSC = CNRB0008598

Branch = Delhi NHAI Dwarka Branch New Delhi-110075

10.13. Annexure 13A: Manpower evaluation criteria Form A

S. No.	Evaluation Criteria	Years of experience	Total
Experience and Credentials of the Team Members			30
Project Manager			
1.	Valid experience in call centre operations	= 10	2
		>10 and <12	4
		>12	6
	Any Project Management experience in operations of emergency call centre.	-	3
Assistant Manager			
2.	Valid experience in call centre operations	= 7	3
		>7	4
	Any experience in operations of emergency call centre.	-	3
Team Lead			
3.	Team Leaders/Supervisor Experience	=4	3
		>4	4
	Any experience in operations of emergency call centre.	-	3
Quality Manager			
4.	Quality Manager Experience	=4	3
		>4	4
	Any experience in operations of emergency call centre.	-	3

Note: Emergency response services shall refer to call centre operations that support coordination and communication for Police or Fire or Medical/Healthcare or or Highway Operations.*

10.14. Annexure 13B: Manpower evaluation criteria Form B

To,

Indian Highways Management Company Limited (IHMCL)

G – 5 & 6 Sector -10 Dwarka

New Delhi 110 075

SUBJECT: RFP for selection of Manpower Service provider for running operations of 24/7 1033 helpline.

Declaration of Experience and Credentials of the Team Members (for criteria B)

Following are the resource(s) **with supporting documents** attached validating the work experience (details against the criteria B of the subject tender):

1. Project Manager

	Name & Designation	Total Years of Experience in call centre	Years of Experience as Project Manager	Total experience in emergency call centre
Lead				
Alternate				

2. Associate Manager

	Name & Designation	Total Years of Experience in call centre	Years of Experience as Associate Manager	Total experience in emergency call centre
Lead				
Alternate				

3. Team Leaders/Supervisor

	Name & Designation	Total Years of Experience in call centre	Years of Experience as Team Leaders/Supervisor	Total experience in emergency call centre
Lead				
Alternate				

4. Call Quality Manager

	Name & Designation	Total Years of Experience in BPO	Years of Experience as Call Quality Manager	Total experience in emergency call centre
Lead				
Alternate				

Sincerely,

[Authorized Signature]

[Printed Name of Signatory]

[MD/Country Head/CEO/CFO/Director]

[Owner Entity Name]

10.15. Annexure 14: Declaration on facility location

Subject: Letter of Intent – Proposed Operational Location

To,

COO

Indian Highways Management Company Ltd (IHMCL) G-5&6, Sector 10 Dwarka
New Delhi – 110075

We, [Bidder's Company Name], hereby affirm our commitment to establish and operate a dedicated service facility within the **Delhi-NCR region**, upon selection as the Manpower Service Provider for managing the operations of the 24x7 NH Helpline – 1033 (Toll-Free), as outlined in the current Request for Proposal (RFP).

Sincerely,

[Authorized Signatory Name]

[Designation]

[Organization Name]

[Date]